Report on ECMWF User Survey

This report summarises the responses to a questionnaire sent on 1/2/2005 to all external registered users. Of the 1267 users invited to take part in the survey, 419 (33.1%) completed the questionnaire (i.e. went through all pages and pressed the FINISH button on the last page, whereas another 100 users (7.9%) provided some useful answers but did not press the FINISH button). 676 users (52.6%) did not respond to the invitation. One reminder was sent. The survey closed on 25/2/2005.

To protect the anonymity of the users, some answers are not shown or rephrased.

Some answers are shown as "n ...", where n is the counter of identical or similar answers. Additions are marked by rectangular braces [ ].

For technical reasons, the following represents users at Meteo-France only through their free text answers.

About you - personal information

In this section we would like to find out about you. If you would like to receive a copy of your answers to this survey and to be informed of the results then you must supply your e-mail address.

Your name?

Answers not shown.

Your login name/user-id?

Answers not shown.

Can we get in touch with you to follow up or clarify any of your comments in this questionnaire (if yes, please supply your e-mail address)?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Yes	363		85%
No	62		15%
Total Responses: 425		0% 20% 40% 60% 80%	

Your e-mail address?

Answers not shown.

Your country of employment?

- **Select a country.**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Austria	23		5%

Belgium	17		4%
Croatia	10		2%
Czech Republic	2		0%
Denmark	8		2%
Finland	15		3%
France	22		5%
Germany	63		14%
Greece	2		0%
Hungary	7		2%
Iceland	4		1%
Ireland	9		2%
Italy	71		16%
Luxembourg	2		0%
Netherlands	36		8%
Norway	16		4%
Portugal	6		1%
Romania	3		1%
Serbia and Montenegro	3		1%
Slovenia	3		1%
Spain	32		7%
Sweden	22		5%
Switzerland	11		2%
Turkey	6		1%
United Kingdom	52		12%
Other	5		1%
Total Responses: 450		0% 20% 40% 60% 80%	

Which of the following best describes your organisation?

- **Select one of the following.**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
National Meteorological Service	223		48%
Regional Meteorological Service	16		3%
Other Meteorological/Hydrological Organisation	10		2%

University	115		25%
Research institute	81		18%
Other (please specify)	15		3%
Total Responses: 460		0% 20% 40% 60% 80%	

- **Other (please specify)**

5 EUMETSAT
1 air traffic control
1 Defence Meteo Wing
1 JRC
1 Mercator ocean
1 Military
1 international Organisation
1 operational oceanography project
1 RTH
1 Software house
1 Tidal forecasting centre

Which of the following best describes your position?

- **Select one of the following.**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Permanent	329		72%
Temporary, long-term (> 2 years)	85		18%
Temporary, short-term (<= 2 years)	20		4%
Student	18		4%
Other (please specify)	8		2%
Total Responses: 460		0% 20% 40% 60% 80%	

- **Other (please specify)**

5 PhD student
1 Change of position
1 post doc
1 semi retired

Which of the following best describes your level of education?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Secondary education	14		3%
University education	196		43%

Postgraduate education	235		52%
Other education	11		2%
Total Responses: 456		0% 20% 40% 60% 80%	

Please specify your level of education, e.g. title of degree etc.

Answers not shown.

About you - technical information

In this section we would like to find out some technical information about you and your use of ECMWF systems.

Looking at the following definitions, please indicate which category best describes your work at ECMWF.

Please specify the importance of each category or tick "*Not relevant*" if your work at ECMWF does not include the category.

- **MARS data retrieval only**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Low	92		24%
High	237		61%
Not relevant	61		16%
Total Responses: 390		0% 20% 40% 60% 80%	

- **MARS data retrieval and decoding/post-processing**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Low	119		29%
High	209		52%
Not relevant	77		19%
Total Responses: 405		0% 20% 40% 60% 80%	

- **Other applications, e.g. trajectories**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Low	80		22%
High	41		11%

Not relevant	242		67%
Total Responses: 363		0% 20% 40% 60% 80%	

- **Developing and executing your own model**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Low	67		18%
High	98		27%
Not relevant	202		55%
Total Responses: 367		0% 20% 40% 60% 80%	

- **Co-operating with ECMWF/using prepIFS**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Low	57		16%
High	41		12%
Not relevant	256		72%
Total Responses: 354		0% 20% 40% 60% 80%	

- **Other (please specify below)**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Low	18		7%
High	36		14%
Not relevant	195		78%
Total Responses: 249		0% 20% 40% 60% 80%	

- **Please specify other activities that describe your work at ECMWF:**

2 Metview

Please give a short description of your work, both at ECMWF and in your organisation.

collaboration with ECMWF scientists on basic problems of meteorology and numerical modelling

numerical methods for fluids, with applications to models of atmosphere and oceans.
turbulence, stratified flows
Check the weather forecasts (for private usage).
Find publications or other relevant information.
Find meteorological statistics (measured data).
Validation of ECMWF products
Development and implementation of NWP applications (atmospheric prognostic model, assimilation system, analysis algorithm, postprocessing).

Study and implementation of ocean wave modelling in different basins.
Comparison and validation of model results
with measurements from buoys and satellite.

- comparison of ECMWF data with model and recorded data
- run models to analyse specific cases
- use ECMWF data (analysis, reanalysis) to hindcast wave conditions of the past

Modelling of atmospheric pollutants using off-line atmospheric
dispersion/chemistry/deposition models.

management of forecasted and observed data in n historical observatory; educational and research forecasting

I am a head of the Weather Analysis and Forecasting Department. I also participate in operative and research work. I have attended two courses at ECMWF (1986 and 2000).

Development and use of LAM in orographically complex terrain with implementation to the modelling of dispersion and deposition of pollutants.

ECMWF
- ECMWF fields as the boundary conditions for the local model
- archived data for building scenarios

Extracting met data and processing it for input into atmospheric dispersion model - ERA data for earlier dates than available in Met Office archive, and EPS data.

research on ensemble seasonal forecasts

Preparing boundary and initial conditions for a mesoscale meteorological model, extracting data from MARS archive.

I provide user support for Graphics Applications. Currently the Met Office only offers support in Metview and PV-WAVE

ECMWF: Acquiring MARS data for models / trajectories
FMI: Greenhouse (and related) gas measurements

Educator in meteorology. Organising training courses, making learning material (eg SatManu).

At SMHI I work at the maintenance department. My title is Application-manager, so I mostly work with applications. Very often these applications use ECMWF-data(GRIB BUFR etc). I also have a responsibility to fetch and compile emoslib when a new version is available.

Verification of DWD-Models and ECMWF precipitation forecasts over Germany

Analysis of ERA15/40 for the study of the global and regional aspects of the water cycle. Diagnostics of climate variability on interannual to decadal timescales.

forecasting
meteorological modelling
dynamic climate
seasonal simulation

Head of Operational Suite of C.N.M.C.A. ITALY

Postprocessing of numerical models and application’s development

Basically, I retrieve ECMWF data for carrying out research projects, doctoral thesis, and certain supervised works to be developed by students as part of their pre-doctoral formation.

gaining ECMWF model results for regular model comparison with our analysis tool VERA; using of ECMWF model results in lectures and exercises

Data Coordination, Project Leader of Data Warehouse Project, Radiosonde Climatology, Research in Mesoscale Alpine Programme

ECMWF: Regional climate modelling using ERA-15/ERA-40 data
My institution: Regional climate modelling

Tropical prediction in global model

Operational Archive Supervisor
Working as member of Operational Application Core Suite Team

Work with the visualisation tools used within the Met Office to derive information from the EPS forecasts.

In the last year I have not needed to use the ECMWF system for my work. In the past I have mainly used the system to retrieve data from MARS. The data I have retrieved has mainly been from ERA.
I now work in the convection group at the Met Office. About 18 months ago I was working in the climate model validation group.

I am a forecaster in a regional meteorological service and I am greatly occupied in meteorological data acquisition, storage and postprocessing.

Responsible for operational download of met-data.
Responsible for database activities going on at the institute.

Work general: assimilation of satellite measurements of greenhouse gases in order to estimate sources and sinks
Work at ECMWF: running the chemistry-transport model, which is driven by ECMWF meteorology (winds, etc.)

I am a system developer and using MARS archive when there are missing data in our own database.

operational and research meteorologist

-surface meteo data retrieval and conversion at the ECMWF site
-application of the data in the studies of the meteo-marine conditions mainly in the Adriatic and Ionian Seas (air-sea fluxes)

I am studying stratospheric variability with a special focus on the QBO . For that purpose I perform integrations with the middle atmosphere version of the ECHAM5 GCM, at my own institute as well as at ECMWF. The integrations at ECMWF have been carried out in cooperation with other external users of ECMWF

Development of new UK microscale model of the atmosphere.
Development of techniques to interface meso scale models (UM + others) with hydrological models for flooding ... initiation using ECMWF data sets.
I used the system ~ 3+ years ago for turbulent airflow studies & precipitation forecasting. I hope top start again to reuse the system after a gap of about 3 years

Courses in meteorology and climatology in the framework of the degree in physics. Assistance in the elaboration of Degree Thesis. Senior scientist in a University Group (G-MET)

Influence of wind in mesoscale marine circulation in Western Mediterranean Sea.GIS and Remote Sensing.

At INM (Met. Service): Medium range operational forecaster.
At ECMWF: Use and interpretation of ECMWF products (only)

All activities related with data policy (ECMWF and other data/products), ECMWF SecurID administrator, EUMETSAT MSG and HRI Licensing Agent, ECOMET contact point, Italian Meteorological Service Catalogue responsible.

Wind and wave retrieval from ECMWF.
Wind and wave retrieval from SAR data.

PhD student working on Arctic Boundary layers. Work at ECMWF is retrieving boundary conditions for meso scale simulations.

chief in Short and medium range department

I study dynamic of the stratosphere/tropopause in polar region. I retrieve the ECMWF data and calculate some secondary parameters (e.g. PV)

In our organisation: 4D - VAR chemical data assimilation, using IFS winds: forecast and analysed dynamical fields. Emphasis on stratosphere

Forecaster,also responsible for some trajectory-models ...

contribution to the HIRLAM model. surface parameterisation

Developing a limited area ensemble prediction system. Testing targeted EPS. Studying forcing singular vectors and forcing sensitivities.

Group leader and working with atmospheric chemistry transport model on photochemistry and aerosol

Long term hydrodynamic simulations of European Regional Seas, using ECMWF atmospheric products for forcing the ocean model

climatic summary and elaboration

- mesoscale modelling (using ECMWF analyses as forcing)
- climatological studies (using ERA40)

calculations with an Lagrangian particle dispersion model, model improvement, regional climate change investigations

Feature based diagnostics of analyses,
re-analyses and EPS.

Calculating trajectory forecasts and analyses relevant to atmospheric chemistry field campaigns as part of the special project "routine back trajectories".

I visited ECMWF only for retrieving data before it was possible to do via ftp, telnet or ssh. In our organisation, we use numerical models (atmospheric limited area models, like RAMS, ocean models, like DieCAST and POM, SVAT schemes, like LSPM, SiB and BATS) and we use ECMWF data (analyses, synop, temp) for model initialisation

regional climate modelling

I make use of ECMWF data (most often ERA40) both for climate model BCs and also for climate studies.

Working mainly with observations: decoding/encoding, routing, visualisation, documentation

ECMWF: Data retrieval for special project SPDEWVUT

Local: Development of small scale flow and dispersal models

ECMWF: data retrieval of several parameters.

purpose: use of atmospheric mass distribution in 3d and input for ocean circulation model in the context of satellite gravity field missions (GRACE, GOCE). Computation of time-variable gravity effects.

Making forecasts with data from ECMWF models

Used PrepIFS to run ensemble prediction tests as a preliminary study for the TEPS.
Participated in the work making the setup of TEPS in cooperation with ECMWF and my group at the Research and Development Unit at met.no.
Retrieve era40 data from MARS to get forcing data to the regional climate model HIRHAM (project "ENSEMBLES").

Stratospheric scientist. I check that the Met Office stratospheric model output is consistent with the ECMWF analyses.

Simulation of meteorological episodes with numerical atmospheric limited area models and ocean models initialised by ECMWF data;
Generation of 3D trajectories using ECMWF analyses;

- to handle DISS. stream
- to develop programs and scripts using
MARS data on ECGATE and our computers

Investigating the output from the physics of the ECMWF model in the context of stochastic modelling of unresolved processes.

Operational weather forecast, ozone and UV forecast.

I'm a forecaster. I use only your web's products.

Weather forecaster and technician in air quality modelling

Meteorologist, working with a LAM which I contribute to maintain and develop

Working on NWP models and operational procedures at National HMS

Computing representative<
Tim leader of Numerical Weather Prediction Group

R&D Dept, NWP Div, Met. Contact Point & Computing Representative
develop tools for ECMWF related applications

Running a global Chemistry Transport Model (CTM) on the ECMWF computer and retrieving meteorological data from the MARS system (mainly 6h forecast)

Regional climate modelling; HIRLAM development

Tropical Meteorology
Air-sea interaction
Monsoon and Intraseasonal Variability
Seasonal forecasting

ECMWF: ERA40 data retrieval
here: ERA40 data dissemination

I am among other items the primary system administrator of our local supercomputer and the administrator of the ECaccess gateway. Thus, I am not directly using the data provided from ECMWF, but I assist other users in trying to access the data of ECMWF.

operationals and managerials (now)

I use observations, reanalysis products and models to examine Antarctic climate change. I have used reanalysis data for climatological studies including back-trajectory analysis. Operational data have been used for validation purposes.

Numerical weather Prediction, comparison between observations and model outputs. Statistics on atmospheric fields.

Air quality modelling at urban and regional scale.

Regional climate modelling for Ireland

Offline chemistry transport modelling. The model is driven by ECMWF meteorological input, OD as well as ERA-40. I am involved in several EU projects. The goal of one of my projects aims to make a reconstruction of the changes in tropospheric composition during the period 1960-2000 on the basis of ERA-40. I am also involved in a study for the IPCC AR4, which aims to make a projection of the air quality in the year 2030.

In my organisation, my work concerns the operational models for the storm surge forecast in the Adriatic Sea. These models are forced by ECMWF fields.
At ECMWF I retrieve MARS data of particular storm surge events, to realise hind cast simulations with the hydrodynamic models. The aim is the improvement of the sea level forecast in Venice.

member of the NWP group at MeteoSwiss

climatological studies of ERA40 data and analysis of monthly and seasonal forecast data. Decoding of the GRIB data, postprocessing and plotting is not done at ECMWF, but CSCS. libemos is used for some of these tasks.

I work to develop the global model and diagnose global model problems at my NMS. A large source of validation data is from the ECMWF MARS archive.

Regional climate modelling
at ECMWF: ERA-40 retrieval to get boundary/initial condition for climate model runs and climatology for validation

Clouds retrievals parameters (coverage, phase, cloud top height, vertical structure, classification etc..) using IR/MW satellite data.

Investigate the reliability of flood predictions obtained by hydrological models coupled to a limited area model initialised using ECMWF predictions.

climate model development and application, teaching students in using models, doing model experiments

Ozone-climate interaction research using ERA40 and other meteorological data sets. ERA40 data e.g. temperature data is also used as a-priori information for improving satellite trace gas data retrievals.

Numerical modelling (chemical transport model) and data analyses in order to interpret atmospheric trace gas measurements (mainly satellite data).

Diagnostic studies with ECMWF reanalyses and operational ana/fc data.
Transfer of GRIB files extracted from MARS to home institute, where the data is converted to NetCDF format and used to:
- calculate secondary fields (PV, RH, ...)
- visualisation
- case studies
- trajectory calculations with own code
- run mesoscale model driven by ECMWF data

We use analyses and forecasts provided by ECMWF to drive our Lagrangian CTM in order to study transport and chemistry in the stratosphere and the tropopause region.

R&D into use of SSTs from satellite borne infra-red radiometers.
Involves use of ERA-40 fluxes/SST/wind speeds in ocean surface modelling.

data assimilation in simplified models, regional climate modelling; in past years: EPS development in collaboration with ECMWF

Atmospheric Boundary Layer studies. LES and mesoscale modelling with the Meso-NH model at a local cluster for tests and at the ECMWF for large runs.

ECMWF, see above
KNMI, research and development of models, especially for maritime-meteorological applications

ECMWF: running singular vector+sensitivity jobs, and forecasts. Modifying IFS code.

KNMI: developing optimal model/initial condition perturbations. Studying strato-troposphere interaction.

data management,
NWP research and development

ECMWF: ERA-40 retrievals

Home: Regional climate modelling

For my Master Theses I am using ERA40 data (some monthly fields above Europe and monthly SST in equatorial Pacific) to study ENSO impact on Europe and Croatia.
Using RegCM we have a plan to implay ECMWF's seasonal forecast to get the new one with the resolution eg. 50 km.

I am the Head of the Met Service's satellite Unit.
I also develop SAFNWC's PGE07 and PGE08 algorithms; in these development I use RTTOV, neural networks, etc.
On the ECMWF, I only use the MARS in order to supply GRIB files to SAFNWC reference system and in order to download analisys for the development of SAFNWC's PGE07 and PGE08.

3D-Var development at DWD

Satellite meteorology at regional scale (Mediterranean Sea). Use of ECMWF surface analysis data.

My work is to develop and test Limited Area Models (both for Atmosphere and Waves) in the Mediterranean area and in particular in Southern Italy.

Research activity in order to produce down-scaled seasonal forecasts for Northern Italy.
Climate research in general with particular attention to Europe

Assimilation of remote sensing data into chemistry transport models

In my group we use ECMWF ERA 40 or operational analyses to drive the atmospheric circulation model KASIMA, see:
http://www-imk.fzk.de/imk2/kasima/

Coupling of atmospheric chemistry and aerosol
models with global circulation models

implement, develop and monitor a limited-area ensemble prediction system, run in an experimental-operational basis on ECMWF machines

I was Head of the Marine Unit until my recent promotion.

Regional Climate Modelling.

I am Head of IT Division, Met Éireann and responsible for the support, maintenance and development of the ICT infrastructure and applications at Met Éireann. I keep users informed of developments at the Centre and note their requirements and take action to contact User Support where necessary.

At KNMI I am working on preparations for the ESA Atmospheric Dynamics Mission - Aeolus. More specifically, performance simulation and ground/air campaign preparations.

My work at ECMWF involves sensitivity computations and experimental setup with PrepIFS and Metview use for plotting results.

I work in the Atmospheric Composition Research group of KNMI.
Here I focus on stratospheric dynamics. A major part of this
consist of diagnostic work, for which I use ECMWF data. For this
work I also sometimes use a trajectory model, that is driven
by ECMWF data.

Supporting users of ocean models and coupled ocean-atmosphere models.

ENSO and seasonal forecasting research: theoretical work, data assimilation, forecast validation.

data acquisition and postprocessing

developing scientific software for processing of satellite data (ERS-scatterometer, ADM-Aelus-lidar)

Research and teaching on Dynamic meteorology. Use of MARS archive to provide data on cases te analyze (a.o. with Dionysos, http://www.dionysos.uqam.ca/).
Furthermore to obtain forcing data for mesoscale and boundary layer models and to obtain climatological data.

Initialising and running a spectral barotropic model to study scale interaction and spectral error growth under the supervision of Prof. Dr. Martin Ehrendorfer. Therefore, MARS data is needed. Computation is performed locally (Linux Cluster) and at the ECMWF's ECGATE server.

Further development of our NWP model. Facilities at ECMWF mainly used to run model test versions for later verification.

Assimilation of Satellite Radiances,
definition of background error covariances

Development of IASI and ATOVS instrument processors in the frame of the EUMETSAT Polar System's core ground segment development

head of regional forecast centre
using EPS- and similar products

Developing a malaria model which takes ERA-40 and DEMETER data as input.

In my own organisation I'm mostly doing simulations using a mesoscale meteorological model combined with an extensive landsurface/hydrology-model to investigate feedbacks between the surface and the atmosphere. I use ECMWF data (MARS) to initialise the model and observations (BUFR) to validate the model.

calculation of singular vectors and additional quantities in the Eady model

Model development, optimisation, parallelisation, model coupling, model porting

At the Belgian Institute of Space Aeronomy (BIRA-IASB), my work consists partly of data retrievals, both for modelers and other scientists (analysts, validation people, etc). This data consists mainly of satellite and ground based atmospheric measurement data, but I retrieve also auxiliary data like ECMWF data (wind fields, etc). The remainder of my work includes some scientific analysis and informatics support (programming, problem solving, website designs, etc). I also assist my colleagues at BIRA-IASB when they try to access and use the retrieved data.

I work at the core group of the HIRLAM consortium and in this position I do a lot developing and testing of HIRLAM system. All the long tests are done at ECMWF

retrieving and visualising meteorological fields for operational forecasters, retrieving of archived data for case study work for educational purposes within the organisation. Retrieving the meteorological fields for synoptic research.

Developing scripts to run radiative transfer models and postprocessing routines on HPCA/HPCD; running the scripts; storing results on ECFS for further processing

Seasonal Forecasting.

Our model (the GloSea model) is run at ECMWF in forecast and hindcast mode. My work includes assessing and calibrating forecasts which requires occasional retrievals from MARS and some processing

Research on model error to be used in Ensemble Prediction Systems

I work on the NWP, data processing and archive section of a national meteorological national service, which has ECMWF packages has basis of their operational systems. ECMWF systems are used for comparison purposes. Besides, ECMWF computer resources are a complement of home resources.

The "Trans-manche pollution transport project - Lagrangian particle dispersion and trajectory modelling" researches the pollution transport across the English Channel, in collaboration with local authorities and other Universities in Southern England and France. The research is based on pollution transport and source identifying simulations based on (a) a Lagrangian Particle Dispersion (LPD) model, (b) an Eulerian Receptor Based model.

developer, section of activity: DA, in particular use of satellite data

Head of Networking at the
Italian Air Force Met Service

Operational ocean modelling, development and assimilation

Participation to international research campaigns related to the transport of pollutants - Analysis of aircraft data -

Use of met analysis for description of meteorological context related to research campaigns (PV field, trajectories, ...), preparation of
met analysis for FLEXPART trajectory code and Meteo France Meso-NH model.

Model development and testing

at DWD: System support team HPC (head)
at ECMWF: Comp Rep

My work is involved in climate variability studies

At my organisation I work on the Computer Division as a technical consultant for new projects and big systems: High performance computer and Data handling.

At ECMWF I mainly work giving first step support to INM users of ECMWF systems.

at ECMWF:
- retrieving MARS data and preparing input data for trajectory- and dispersion models and mesoscale models (MM5, WRF)

in the organisation:
- emergency response modelling(oper.)
- dispersion modelling (occas.)
- mesoscale modelling (occas.)

I am working on our emergency response modelling system TAMOS. so sometimes I have to retrieve meteorological data from the MARS-archive.

Retrieve MARS data, calculating 3D wind fields and based on that back trajectories. Wind fields span several years. Trajectories are then summarised with special statistical tools.

I compute the interaction between the Earth and the atmosphere in order to better model the Earth rotation

Unix / Linux Administrator in my organisation.
Liaison with ECaccess team at ECMWF

I download vertical profiles of pressure, temperature and humidity above certain sites (GPS antennas) to derive so-called mapping functions which are used in geodesy. Mapping functions are used to map down path delays in zenith direction onto arbitrary elevation angles.

Downscaling models
Ensemble based predictions

Statistical Downscaling of NWP from Short to Seasonal forecast.

Analysis of EPS particularly seasonal R&D DEMETER, and ERA-40 plan to look at operation EPS archives seasonal, monthly and medium range

We have access in the ECMWF MARS data base. We download data for case studies analyses of high impact weather in the Mediterranean.
We also perform operational weather forecasting at regional scale based on the GFS initial and boundary conditions because unfortunately ECMWF has a very restricted policy on the dissemination of real-time data.

My work at ECMWF mainly concerns analysis of atmospheric data.
I am currently a Professor, head of the Laboratory of Climatology and Atmospheric Environment, University of Athens

Atmospheric modelling, development of atmospheric models. Study of predictability of the atmosphere.

Postprocessing and verification of ECMWF and MM5 products,
Running of METU-3 local wave model,

I have been working at NWP section. I am using Metview, MARS and ecgate. I am also system administrator at TSMS.

We calculate backtrajectories corresponding to aerosol samples collected at different parts of Turkey

Development of a hydrological ensemble prediction system

supervision of operational activities at the weather room
connection withe the modelling section
participation in international projects

I extract the ERA40 reanalysis on Greenland/Europe to force my regional climate model at the lateral boundaries.

at RMI: R&D + software management

Supporting ERA40 work at EUMETSAT,
running Re-processing MPEF and MSA
Retrieving Fcst and sfc, upper air obs. for RMPEF and MSA. I also use Metview, ECaccess.

i work for the meteorological operations dept at EUMETSAT

Subject of my research:
interpretation of the isotopic composition of Antarctic snow.

Approach:
Modelling the isotopic composition of water (vapour and precipitation) along back-trajectories for the Antarctic region.

ECMWF:
I use ERA-40 data as an input for the trajectory model. Furthermore I use ERA-40 for e.g. snowfall data.

Analysis of air-sea flux fields, mainly from reanalysis.
Ocean waves. Large-scale ocean-atmosphere interaction.

I have been working in the validation and dissemination of the ERA-40 wave data.

I am the chair of the Atmospheric Composition Modelling group of KNMI

Climate model development and validation.
Use models to understand climate changes.

Regional climate modelling. Mainly use ECMWF to retrieve various boundary conditions

Develop HIRLAM codes related to DMI's operational activities and the international HIRLAM project

--- data assimilation experiment for
evaluation, parallel experiments

Developing and improving numerical weather prediction model.

Climate modelling and in this context critical appraisal of observational datasets, including, but not restricted to, reanalyses

Managing daily dissemination of ECMWF forecasts and analyses

getting MARS-data for customers and for developing MOS at AUSTRIA

computing several forecast products for Austrian Weather service (weather charts, forecasts for several locations in Austria, MOS-forecasts

Research in regional climate modelling, especially feedback mechanisms within the physics package and model validation

I use GRIB data from global model from
ECMWF for

1. draw like profi meteo pictures
2. Run area Eta meso model

We are heavily using ERA40 data from ECMWF database. ERA40 data is used at our Service for dynamical downscaling producing wind climatology over Hungary. Later on we will use the same dataset for the validation of climate models.

Research scientist with focus on high-resolution and probabilistic NWP

Computing instability indexes

Prepare, run and test the COSMO LM code for MeteoSwiss development purposes.

Use ECMWF access to retrieve reanalysis data (ERA-15, ERA-40) for doing climate analysis studies in combination with our own station based data sets.

Forecaster@meteoswiss
data extraction and treatment@ECMWF

Weather Watch, Synoptic Meteorology, Severe weather events

I'm working at Marine Meteorological Division. Subjects: numerical prediction of waves, oil spill modelling, activities at JCOMM and IOC groups and other activities related to marine meteorology and oceanography.

Setup and run hydrodynamic models dealing with waves and currents on the ocean

Research and development of ALADIN model

Mesoscale modelling

Research & development of numerical algorithms for the UK Unified Model dynamics and physics.

Assistance to climate researchers in data retrieval/conversion. Making software tools. Web publishing of research results. +++

At ECMWF: development of a data assimilation method (now completed). In my organisation: similar work, but now using local computing resources. I still keep in touch with the seasonal forecasting group to learn about each other's experiences.

I am working at IPSL a federation of six
French laboratories located in Paris.
I am responsible in the IPSL organisation of the Atmospheric chemistry database called Ether.
I am in charge of retrieving ECMWF operational data for the IPSL scientific community.

study and numerical simulations of specific meteorological events. ECMWF analyses provide initial and boundary conditions.

At ECMWF: participation in committees and working groups
At ARPA-SIM: Director

I am the Head of the Weather Forecasting Room of ARPA-SIM

-atmospheric and pollution modelling
-air-sea interaction
- physical processes in the Planetary Boundary Layer

Mesoscale numerical modelling and assimilation

I work in the coastal protection field, mostly dealing with atmospheric and marine numerical models on the regional (and smaller) scale

Research on deep atmospheric convection and related severe weather phenomena like thunderstorms, supercells, mesoscale convective complex and systems tornadoes
Numerical simulations over mesoscale domains with complex orography by means of the Weather Research and Forecast model
Downscaling of global and limited area numerical forecasts for mesoscale and microscale subgrid forecasts.
Development of tools for forecasts verification, both numerical and subjective ones

Head of model and forecast verification section

I am manly involved in developing new rainfall estimation algorithms
from satellite measurements and NWP model data.
I am also involved in the hydrological model rain assimilation and validation section.

I'm working as weather forecaster and developer, in particular in the field of land surface model

Senior Forecaster

I work as research engineer, on several research projects. I work at ECMWF in the framework of a European data assimilation project. I also use ERA40 data.

Development, processing and dispatching of the ENACT diagnostics.

Chemical Transport modelling of stratosphere using ERA40

PhD studies in climate change monitoring using CHAMP radio occultation measurements. I'm using the MARS archive at ECMWF to download reference data.

At University of Graz:
Numerical regional climate modelling with mesoscale and microscale models.

At ECMWF:
Long term simulations of current and future climate using mesoscale models (MM5) driven by ERA40 and ECHAM5 datasets at the HPCF.

Mesoscale modelling for downscaling of meteorological fields.

use ECMWF data as boundary conditions for mesoscale models

Aerosols effects on the atmosphere deduced from ECMWF reanalysis increments. Saharan dust modelling and prediction.

analysis of atmospheric motions based on Doppler wind profiler and ECMWF fields. Air mass trajectories and aerosol/pollution detection based on in situ measurements and trajectories from ECMWF fields.

Research activity about Regional climate model applied other West Africa.
ECMWF product are used to force the RCM and to validate the results

At the moment my main interest in ECMWF data is in retrieving wind fields for trajectory calculations using a modified version of FLEXPART (A. Stohl) that takes into account diffusive dispersion to study mixing properties.
Access to short-term forecasts is particularly important.

implementation of satellite products; specific studies of the tropopause;
weather forecaster during holiday season

ECMWF Operational Model data and ERA-40
data in the context of glacier mass balance modelling in the low latitudes

Analysis of interannual variability of climate and predictability studies

We retrieve ECMWF data to run our Particle transport model to simulate atmospheric transport processes.

Modelling tropospheric aerosol dynamics at the Global and Regional scale by global Chemistry Transport models

remote sensing applications

We are working with climatic extremes, middle atmosphere variability, ENSO variability. And we have been using ERA40 reanalysis data.

Postproceso estadistico de datos del EPS del ECMWF, para obtener predicciones de variables meteorologicas en la superficie: T2m ,T2d, U10, V10, etc

Unix and Linux system administrator and user support

maintenance of ECMWF software and tools installed in my systems

Climate variability

Was supporting and developing Metview, but have since moved onto a new job developing web services.

In FORMOST
the Monthly forecast and the multi model
Seasonal forecast (Glosea and System2) build the backbone for Met Office long range predictions. At ECMWF the multi model ensemble forecasts are analysed and the information

is
compressed for further use at the Met Office. Operational products are derived
locally.

I am responsible for feeding our real time database with actual data from various sources.
That includes managing our dissemination requirements. I also act as computing
representative for FMI.

TAC representative. Project Manager of many software projects related to computer
operational issues and software development. For example projects related database, web,
web services, system monitoring, data communications.

At ECMWF:
Computing Representative
Operational Products Visualisation
ERA40 retrieval for dynamic downscaling

At CHMI:
Head of NWP Group
Development and operations of ALADIN

Database Administrator in my organisation and MARS data retrieval at ECMWF

Work with COSMO-LEPS system to investigate
mesoscale short-term predictability of
precipitation, i.e. interaction of orography with precipitation.
(Special project at the Centre)

The purpose of our work is to develop forecasting methods for the wind energy sector.

- provide atmospheric forcings to a surface model
- provide atmospheric data (e.g. boundary layer height) for the interpretation of in situ measurements
- support/publish diagnostic tools that I developed when I was in the ECMWF satellite section

retrieving analyses fields and radiosounding data for research purpose within the framework of the European COCO project

ECMWF: retrieving initial and driving data for mesoscale model (MM5). I am not running it myself.
My scientific work: develop simple (e.g. 2-dimensional) mainly idealised models
e.g. of hurricanes.

research on cirrus clouds, condensation trails, and ice-supersaturated regions

Mesoscale / cloud resolving modelling of ice supersaturated regions and cirrus clouds with the model EuLag

Developing, evaluating and analysing a regional atmospheric climate model for Antarctica.

I am retrieving ECMWF fields
to force a transport model

At ECMWF I run some routines by means of Ecaccess
At my Institute I am head of the group for research for long range forecasting. I applied statistical method and postprocessing of ECMWF(and other centres) models for obtaining the regional signal.

At ECMWF see above!
At DWD: scheduling with ECMWF’s SMS several suites with approx 4500 batch-runs/day in civil and military compute-centres; Backup-planing between that two centres; customer-advisory; data-distribution mostly GRIB and BUFR, less in ASCII code. Graphic-production with own written software: GRIB,BUFR (obs,temps,trajectories) HTML-based-survey of my 24h-production called "modelmarket". Confrontation of several (inter)national forecast-models. Intelligent database-shells for handling international GRIB in same manner, although their differences (puzzle,thinned, other parameter-tables a.s.o..

Climatic studies and numerical weather simulations

Use of MARS products and EMOS lib

Data are used as initial and boundary condition for our application of a NWP model.
Statistical processing of analysed fields from ERA40.

I am interested in precipitation forecasting (nowcasting by application of statistical models and very short range forecast of severe convective storms by the NWP model LM COSMO).

Use of ERA40 and DEMETER simulations for prevision application on the African domain

numerical modelling

Meteorological Modelling on mesoscale and local scale.
Pollutant Diffusion Modelling on local scale

Monitoring stratospheric ozone, solar radiation and aerosols

Use of meteorological data archived on MARS. Implementation of aerosol code in ECMWF IFS system

Ocean circulation studies, ocean forecasting

Computing Representative

Research and development of statistical methods for adaptation and verification

model development, HIRLAM, other NWPs, verification

At ECMWF I do MARS data retrieval.

At SMHI I apply my knowledge in multidimensional signal analysis, non-linear regression, optimal control and optimisation to a diversity of problems in the fields of meteorology, hydrology and oceanografy.

Verification of Model cloud forecasts using satellite data.

At EC: rerun of forecasts with HIRLAM, EC-forecast data from MARS.

modelling of source receptor relationship of air tracer. the models are driven with windfields retrieved from the ECMWF

- inverse modelling of greenhouse gases
- data assimilation
- model development
- at ECMWF: preprocessing of ECMWF meteo data

Using IFS to assimilate novel retrievals from EOS-MLS

User support and model/code development at Reading University.

Using ECMWF ERA-40 archive to re-run the UK Met Office Mesoscale Model for cases of interest. Typically convective initiation and banded cold-frontal rain.

Planning the Convective Storm Initiation Project, using daily forecasts from the Met Office and ECMWF, to decide when o operate the observational instruments.

User of Forecasts, deterministic-eps-monthly-seasonal

comparison of the IFS model output with GME
SSO-Parameterisation

I am responsible for monitoring of the data assimilation system and data impact studies.

Managing provision of Metview services on Met Office systems. Personal use of Metview and ECMWF data for research studies, mainly involving evaluation and improvement of Met Office NWP models. Advising on and supporting other user applications.

to maintain, develop and support the PREVIN Ensemble Forecasting System that provides products for use by Forecasters for our medium range forecast services.

I am currently working on development for the Met Office PREVIN system which displays ECMWF ensemble data as a variety of products. At ECMWF I've been learning about MARS retrieval and ECtrans to acquire data.

Research Scientist.
Work in initial conditions preparation, ensemble prediction systems, breeding thecniques...

Research about high impact weather in the Mediterranean and cyclogenesis events

I'm Head of NWP team at the Met Service, working mainly with HIRLAM model at home and at ECMWF. Using PrepIFS from time to time for research.

Developments in data assimilation (upper air and surface) with the HIRLAm model

Visiting Scientist position for the NWP &
CM SAF. My main task nowadays is to develop a wind stress product from ERS data. At ECMWF, I am currently developing an ERS-ECMWF collocation software, which includes wind data as well as a set of surface stress parameters.

Developing operational 3D and ecosystem models for the Baltic Sea

collaboration with the Predictability section at ECMWF to develop improved Stochastic Physics representations.
also
running a cloud-resolving model as a member state user to produce data that aid development of stochastic physics

my work is to issue regional weather forecasts for the general public and the decision makers in the field of air quality control, civil defence, agriculture. I get the ECMWF model output fields through the National Weather Service and access the MARS archive for hindcast activity with an air quality dispersion model.

I'm analysing retrieved aerosol optical depth, based on level 1 data from SeaWifs (Seastar, NASA). By including ECMWF-data I get a better understanding of my work.

One of my responsibilities in our organisation is to try coordinate the products that we order via ECMWF dissemination system.

dynamical modelling and data analysis of the middle atmosphere

orography and boundary layer research and parametrisation

Extracting model dumps as a possible source for starting global model at UK Met Office. I manage the day to day support and maintance for our Operational Suite on the NEC Supercomputer

Tropical meteorology
tropical cyclones
cloud lines
squall lines

Developing scatterometer products, reprocess scatterometer data on request.

High resolution simulations over the Alps for MAP case studies.

Test and implement improvements to Limited Area Models. Investigate operational problems.

We are trying to assimilate EOS MLS observations

Retrieval of Temperature and water vapour profiles to use as initial guess in our retrieval algorithm

Analysis of stratospheric water vapour profiles. ECMWF data is used to provide temperature and pressure information in the stratosphere. This is necessary for our profile retrieval from microwave spectra that were recorded from the ground and from an aircraft.

Lately, we have started to compare the ECMWF water vapour product in the stratosphere with our measurements. The first results look very promising.

Lidar Instrument for sounding the Middle Atmosphere
Integration of lower atmosphere Model data from ECMWF into out GCM for the Middle Atmosphere

Case analysis of tropical cyclones
idealised numerical simulation

The retrieved ERA40-data is used as one of the sources to produce new meteorological analysis downscaled to 11 x 11 km over Europe. ERA40-data is used as first guess fields, and modified by observations selected from the observation archive at SMHI, to achieve fine scale re-analyses every 6h for the years 1990-2002 for temperature, precipitation and wind. The MESAN meteorological analysis system, developed at SMHI, is used for the re-analyses. MESAN is based on the optimal interpolation (OI) technique. The obtained results will be evaluated by a cross validation. If the results are found to be of good quality, the obtained meteorological analyses will later on be used as a basis for regional scale air pollution modelling and assessments for Scandinavia and Europe, on contract from the Swedish Environmental Protection Agency. The obtained meteorological analysis will thus not be used for commercial purposes but for official duty purposes.

I work on climate variability and predictability on seasonal to decadal timescales. The development and application of coupled GCM models is essential to this area of research.

Retrieval of ERA-40 data for analysis of atmospheric conditions over Adriatic Sea.

I’m working on a PhD in which the influence of land use changes on the Sahelian climate is investigated using a mesoscale climate model, which is implemented with ECMWF data

Numerical mesoscale modelling

Daily retrieval of operational data to keep up to date an archive for our trajectory model (TRAJKS), both in ECFS as at my home institute.
Run trajectories on semi operational base (automatic) during campaigns (ECMWF).
Run trajectories for research.(KNMI)

chemistry-transport modelling

Model Development and Evaluation of the KNMI Regional Climate Model RACMO2;
operating the RCM for present-day climate (forcings from ECWMF, ERA40 or a global climate model) and future climate (forcings from a GCM);
work on ECMWF facilities primarily consists of compiling boundary forcings for the RCM;
but in the recent past some development work on the RCM was also carried out on the ECMWF facilities, and part of this work might be resumed in the near future

Diagnostics of climate variability
Modelling studies of atmospheric large scale circulation
simulations with simplified models
Short and long term predictability studies
Study of the atmospheric variability both on tropical and extra-tropical regions

Satellite remote sensing of geophysical variables over the ocean.

ECMWF: retrieving data (ERA-40, oper analyses, oper forecast) for past cases, situations

Home: downscaling ERA-40 analyses, coupling a LAM with ECMWF forecast or analyses for past cases, ...

I’m analysing the representation of extra-tropical transition of tropical cyclones in the EPS;
I’d like to have a closer look on the improvement of the forecast due to application of targeted singular vectors and to utilising moist singular vectors further north and want to calculate Ensembles by myself

HIRLAM system management, both at ECMWF and KNMI

at ECMWF: getting data for
at UNIVERSITY: calculating trajectories. Aim: develop STE climatology including ozone

Research on the Climate variability in the Mediterranean region

Numerical ocean modelling, supervision of students, project administration

Hydrological Studies, especially validation of climate models and data. Land surface processes modelling. Land surface datasets

I use temperature and precipitation data from the era40 reanalysis as input for my model, which tries to predict the mass balance of glaciers.

My work consists in performing high resolution numerical simulations to describe the dynamics of local winds.

Currently we are running several experiments to study the skill of the ECMWF model in the intraseasonal time scale, as well as testing new techniques to improve forecasting in such band.

statistical downscaling using data from the DEMETER models

In my organisation I'm a junior scientist in radar application.

develop air quality models;
use meteo data as input for our models

Developing and maintaining the operational Met Office seasonal forecasting system.
Research into quantifying uncertainty in model predictions, using seasonal to multi-decadal climate model integrations

Numerical simulations of balloons trajectories

Predictability. Probabilities. Uncertainty.
Retrieval of forecast fields (mainly ensemble output)

regional atmospheric and ocean modelling,
data analyses

Comparing AIRS retrievals with ECMWF profiles

Mesoscale modelling of air pollutant dispersion, trajectory calculations with own model, using MARS data

regional climate model

System Administrator; providing support for internal users.
Security Representative;

Retrieving ERA40 data for glaciers area in order to couple climate change with glaciers respond.

I work most of the time as a forecaster at the Finnish Meteorological Institute; small part of the work time is for staff education, specifically in Synoptic Meteorology.
At ECMWF I use Metview, especially the macro language.

BIRA-IASB assimilates ENVISAT chemical observations with BASCOE and develop stratospheric model. ECMWF provides temperature and wind fields used by these models.

I was involved in DEMETER as a mathematical modeller of malaria.
I was involved thus in taking the DEMETER and ERA-40 output and creating a model of malaria risk

Meteorological analysis. Climatological studies. Ensembles. Neuronal Network. Operational forecasting

UK Met Office Unified Model System Support and Development. Seasonal model ensemble work at ECMWF.

Riceviamo ogni giorno, attraverso l'Areonautica Militare, i dati di analisi e forecast della corsa delle ore 12 fino a 144 ore e quelli su griglia ruotata della corsa delle ore 00 fino a 72 ore. Sulla base di questi elaboriamo due modelli meteorologici commissionatici dal Ministero per le politiche agricole e forestali (UCEA).

Atmospheric Remote Sensing with GNSS radio occultation. ECMWF fields for initialisation and/or validation.

I work at the INM HIRLAM Data Assimilation Group. My tasks includes increasing the set of assimilated data in our model with new observations such as satellite observation, especially since we have started to use 3DVAR

work in remote sensing department

Giving support to climate researchers regarding computer issues. Programming, web applications, database systems. At ECMWF: retrieving data from the MARS archive, mostly ERA-40.

retrieving data (ERA40, OD) as boundary and initial conditions for regional model simulations (MM5)

We are using ECMWF data to assist in modelling various aspects of bird movements and behaviour in relation to weather.

data retrieval for oceanographic experiments performed with numerical oceanic models

I'm working on dispersion modelling
and use MARS data as input for the model FLEXPART.

I'm a local operational meteorologist. The main purpose of my work is to use the control forecast after ten days to see trends.

Educating meteorologists in practical forecasting after they ended their time at the university before they start forecasting

Operational calculation of Source-Receptor Sensitivity Information for a global radionuclide measurement network; for this purpose, ECMWF analysis data are retrieved two times a day as soon as they become available;

Research scientist: produce scientific results for publication in peer reviewed journals. The tools of my research are atmospheric general circulation models. My work at ECMWF involves testing such numerical models as well as running simulations for studying Earth climate, with the focus on the middle atmosphere. Specifically I use the echam models.

Through my PhD, I'm using a Regional Climate Model (MAR) to study climate in Europe and West Africa. I'm trying to run the model on the ECMWF supercomputers.

Research in the field of wave field reconstruction in connection with wind fields- Wave climate analysis both offshore and near-shore.

Meteorology Trainer, Met Office College. Main use of MARS data in retrieving ECMWF model/synops for visualisation in Metview in order to create weather forecasting case studies

I extract operational and re-analysis data and archive it at Manchester University where it is made available to the UGAMP community (part of the UK academic community). Additionally, some post processing is performed e.g. conversion to NetCDF. I then make a sub-set of this main archive available to scientists and students in the Department of Meteorology, University of Reading.

Assimilation of satellite measurements in a CTM. Processing MARS data for input to the CTM.

Development of HIRLAM and ALADIN

retrieval of data for metocean condition consultancy

Project Leader, Science manager, therefore not much active user of the facilities

Relating surface, atmospheric and satellite observations of desert dust clouds and

Maintenance ofreprocessing software, maintenance of software receiving GRIB and storing in GRIB-db.
Maintenance og software handling written forecasts and sending to customers.
General support.

research activity on extreme flood events over the Mediterranean - use of backtrajectory methods to identify water vapour source for Mediterranean floods

bench forecaster for aviation.
development of ECMWF derived products for operational use in our service.

Verifying and evaluating models used by our operational forecasters, identifying typical model errors, preparing studies including case studies. Developing and testing new methods to improve operational weather forecasting. Retrieving and processing archived model forecast and analysis (ECMWF) data to complete tasks (both governmental, commercial sector).

data retrieval at ECMWF, informatic assistance and development at
METEO-FRANCE.

Head of the team in charge of developing physical processes in operational NWP models at Meteo-France

i am the Metview correpondent

At ECMWF, checking/managing the ECMWF dissemination to Toulouse. Less often, data retrieval, and some interaction with MetAppS about libemos.

At home, Head of Operations division within Information systems management.

Nothing at ECMWF.
System administrator (UNIX/Linux) in National Meteorological Service (Météo-France).

Climat Research, GCM development, Seasonal forecasting

evaluation and development of products
based on EPS and monthly forecasts

Working on the surface forcing field workpackage 4 of the MERSEA IP.

Assessing the presence of spin up in forecast output meteorological variabiles to be used in the calculation of surface turbulent fluxes for forcing an ocean model.

The improvement and evaluation of the bulk parameterisation used to calculate surface turbulent fluxes in an ocean model.

I work in a research center (Météo-France) about the tools for avalanche forecast. From ECMWF, we use principally the MARS archive (and also the ERA40 experiment)

I use fields of the CEP analysis in order to compute scores for experimental runs.
I work in the "forecast laboratory" team. We work about the "tools" of the forecasters, the concepts that they can use to make their forecasts.

retrieve NWP EC output for comparison with
other models

Nous désarchivons les données de vent (dd,ff,stress) aux heures synoptiques, au ECMWF. Nous utilisons ensuite ces données pour obtenir des données de vent co-localisées avec les positions de bouées dérivantes afin de calculer les courants de surface dans le cadre du programme CORIOLIS.

Data base management
Studies using ERA40

Monitoring of all observations assimilated in our operational NWP model

at the Centre :
- retrieval of long series of MARS data, followed sometimes by some post-processing (fortran)
- transfer of data to and from Toulouse
- +special programs (e.g. DEMETER)
at Météo-France :
user support of a research team

Work at ECMWF : Porting ARPEGE/ALADIN/AROME and 4DVAR on IBM platform (HPCD).
Work at Meteo-France: Project leader for the replacement of the VPP5000

Running ARPEGE-Climat model and post-processing

at ECMWF : Meteo france Computing representative
at Meteo France : system administration and users support on HPC

Studies from meteorological data

work on observation targeting issues : use of sensitive area grib files and appropriate tools developed either at ECMWF or Meteo-France

Developing software
Data analysis

Reasearch activity

Running global climate coupled models (non-urgent simulations)

for now, I have not used much the connection. Only for data retrieval but I could have to run our model in the future.

statistical adaptation

daily extraction of forecasted rainfall datas and transmission towards MeteoFrance in order to compare them with others ouputs models (WGNE comparison).
Weather control service at MeteoFrance

using ARPEGE for seasonal forecasts and climate simulation

How long have you been a registered ECMWF user?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Less than 6 months (just registered)	26		6%
Between 6 months and 1 year	38		9%
Between 1 year and 3 years	134		32%
More than 3 years	226		53%
Total Responses: 424		0% 20% 40% 60% 80%	

How often do you use ECMWF services?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Daily	78		18%
Several times a week	90		21%
Once a week	51		12%
Occasionally	183		43%
Other (please specify)	28		7%

Total Responses: 430	0% 20% 40% 60% 80%

- **Other (please specify)**

4 frequently during periods
3 once a month
2 intermittently
2 occasionally to daily
1 1-2 per month
1 1-2 per year
2 a couple of weeks with intensive work within the year
1 at times, and in the near future very frequently, but at present not more than once a week
1 daily but by intermittence
1 daily in periods
1 daily with cron; occasionally for interactive work
1 every couple of months I make intensively use of the MARS archive to update our wind fields collection.
1 hardly ever now
1 intensive (several times a week) but only for limited time periods
1 last time was over 1 year ago
1 once a month or more, if it needs
1 seldom, colleague is doing it mainly
1 several times per day over periods of a few days but occasionally
1 so far occasionally, but I will use ECMWF services often in the near future
1 until now occasionally, from now several times a week
1 variable, but up to several times/week
1 varies widely - at present occasionally, but in the past also daily. May change in future.

How do you connect to ECMWF?

- **Telnet to ecaccess.ecmwf.int (via Internet)**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	154		44%
Sometimes	127		36%
Never	70		20%
Total Responses: 351		0% 20% 40% 60% 80%	

- **Telnet to msaccess.ecmwf.int (via RMDCN)**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	16		6%
Sometimes	33		13%
Never	199		80%
Total Responses: 248		0% 20% 40% 60% 80%	

- **Telnet to a local ECaccess gateway**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	50		19%
Sometimes	70		26%
Never	146		55%
Total Responses: 266		0% 20% 40% 60% 80%	

- **Telnet to a local MSaccess gateway**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	7		3%
Sometimes	24		10%
Never	200		87%
Total Responses: 231		0% 20% 40% 60% 80%	

- **ssh to an ECaccess/MSaccess gateway**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	80		30%
Sometimes	61		23%
Never	127		47%
Total Responses: 268		0% 20% 40% 60% 80%	

- **ECaccess shell commands (ECtools)**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	27		11%
Sometimes	70		29%
Never	144		60%
Total Responses: 241		0% 20% 40% 60% 80%	

- **Other (please specify below)**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	18		11%
Sometimes	13		8%

Never	140		82%
Total Responses: 171		0% 20% 40% 60% 80%	

- **Don't know**
  (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	7		7%
Sometimes	4		4%
Never	93		89%
Total Responses: 104		0% 20% 40% 60% 80%	

- **Specify other ways to connect to ECMWF:**

10 Web access
4 telnet to local ECaccess gateway
3 web access to ecaccess.ecmwf.int
3 WebMARS
2 ftp to ECaccess
3 ftp to ecaccess.ecmwf.int
2 ftp trough local gateway
2 Internet
1 Daily transfer by ECMWF to JRC FTP site
1 ECtrans via our local gateway
1 ftp
1 ftp push by ECMWF
1 ftp service from pc to ECMWF for retrieving the results of tasks, when not within the organisation network
1 ftp thro' Met Office dedicated link or ftp from other locations (e.g. home)
1 ftp: to download data from ECMWF-account to my own workstation in my organisation
1 ftp to \scratch
1 Haven't done it for a while so can't quite remember! Not used ECaccess, think I used the predecessor, ecbatch? May use Metview (running on our system) in future but not tried it yet.
1 I haven't connected for a while, and apparently the server names have changed..
1 I have telnetted in, but recently I mostly use a local MARS client, in combination with web access.
1 javaws prepIFS.jnlp
1 On-site!
1 Our National Met Institute has a dedicated provision from ECMWF
1 pftp ecaccess.ecmwf.int
1 Public MARS server web
1 secure connection via the web pages
1 using the web interface to MARS to query and create MARS commands, then using the generated commands through ECtools for file retrieval and transfer.
1 using vncviewer
1 web access to local gateway (http://ecgate.smhi.se:9080)
1 web browser interface to MARS, seasonal forecasts, data server.
1 web. I am looking daily at the weather maps, epsgrams, ensemble forecasts.
1 we receive daily data for our LAM by means of the national state member

By what other means do you access ECMWF services?

- **Select all that apply.**
  (Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
Web access only	315		85%
MARS client (e.g. via Metview running on your system)	76		21%
Visit to ECMWF	110		30%
Other (please specify)	17		5%
Total Responses: 369		0% 20% 40% 60% 80%	

- **Other (please specify)**

2 e-mail
2 ecgate
2 ftp
2 java webstart
2 telephone
1 Computer Courses
1 csoMARS
1 data download for testing
1 Dedicated linkup
1 dissemination-system
1 Internet
1 ongoing collaboration with graphics team re. Metview issues
1 professionist
1 web access

What desktop systems do you use to connect to ECMWF?

- **Linux** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	189		56%
Sometimes	112		33%
Never	37		11%
Total Responses: 338		0% 20% 40% 60% 80%	

- **AIX (IBM)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	10		6%
Sometimes	14		9%
Never	137		85%
Total Responses: 161		0% 20% 40% 60% 80%	

- **HP-UX (HP)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	20		12%
Sometimes	21		12%
Never	131		76%
Total Responses: 172		0% 20% 40% 60% 80%	

- **IRIX (SGI)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	3		2%
Sometimes	29		17%
Never	135		81%
Total Responses: 167		0% 20% 40% 60% 80%	

- **Solaris (Sun)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	43		22%
Sometimes	47		24%
Never	102		53%
Total Responses: 192		0% 20% 40% 60% 80%	

- **Tru64 (Compaq)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	10		6%
Sometimes	14		9%
Never	137		85%
Total Responses: 161		0% 20% 40% 60% 80%	

- **Mac OS (Apple)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	9		6%
Sometimes	9		6%
Never	138		88%
Total Responses: 156		0% 20% 40% 60% 80%	

- **Windows XP** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	39		18%
Sometimes	93		42%
Never	90		41%
Total Responses: 222		0% 20% 40% 60% 80%	

- **Windows 2000/NT** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	24		12%
Sometimes	74		36%
Never	108		52%
Total Responses: 206		0% 20% 40% 60% 80%	

- **Windows 95/98/ME** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	7		4%
Sometimes	26		16%
Never	133		80%
Total Responses: 166		0% 20% 40% 60% 80%	

- **Windows 3.x** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	0		0%
Sometimes	1		1%
Never	147		99%
Total Responses: 148		0% 20% 40% 60% 80%	

- **Other (please specify below)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	0		0%
Sometimes	6		5%

Never	107		95%
Total Responses: 113		0% 20% 40% 60% 80%	

- **Please specify any other desktop system:**

2 FreeBSD
2 Mac OS X
1 cygwin
1 dec alpha
1 HP, will now be Linux / XP
1 I think I use OSF1 unix.
1 LINUX
1 mostly from XP
1 Nokia Symbian telephone

Which scripting language do you regularly use in your work, at ECMWF and/or in your organisation?

- **Select all that apply.** (Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
C-shell (csh)	183		44%
Korn shell (ksh)	225		54%
Tab C-shell (tcsh)	88		21%
Bourne Again shell (bash)	153		37%
Perl	73		17%
Python	18		4%
Tcl/Tk	18		4%
None	24		6%
Other (please specify)	11		3%
Total Responses: 418		0% 20% 40% 60% 80%	

- **Other (please specify)**

2 MATLAB
2 PHP
2 sh
1 awk
1 ferret
1 ncl
2 octave
2 posix shell
1 R
1 sed
1 tcsh
1 VBS or Javascript

Which high level programming language do you regularly use in your work, at ECMWF

and/or in your organisation?

- **Please select all that apply.** (Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
Fortran 77	265		63%
Fortran 90/95	307		73%
C	109		26%
C++	42		10%
Java	26		6%
None	27		6%
Other (please specify)	56		13%
Total Responses: 419		0% 20% 40% 60% 80%	

- **Other (please specify)**

19 MATLAB
16 IDL
3 R Statistics language
2 Delphi
2 Grads
2 Perl
2 S
7 PV-WAVE
1 MATLAB-Visual Basic
1 Metview programming language
1 object Pascal
1 OMP and MPI
1 PHP
1 Python
1 Smalltalk
1 Ultrix
1 visual basic

How would you rate your knowledge/experience of a batch environment like NQS/NQE or LoadLeveler?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
No experience at all	126		30%
Very limited experience	105		25%
Limited experience	104		25%
Experienced	76		18%
Very experienced	6		1%

Total Responses: 417	0% 20% 40% 60% 80%

For how many programs have you modified the source code to exploit vector or parallel processing?

- **Vector** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
0	274		76%
1-5	60		17%
> 5	27		7%
Total Responses: 361		0% 20% 40% 60% 80%	

- **MPI parallel** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
0	277		74%
1-5	74		20%
> 5	23		6%
Total Responses: 374		0% 20% 40% 60% 80%	

- **OpenMP parallel** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
0	304		86%
1-5	39		11%
> 5	10		3%
Total Responses: 353		0% 20% 40% 60% 80%	

Computing Services - ecgate

In this section we would like to find out about your use of the computing services provided by ecgate.

How often do you use the server ecgate?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Daily	37		9%
Several times a week	85		20%

Once a week	40		9%
Occasionally	202		48%
Never	37		9%
Other (please specify)	22		5%
Total Responses: 423		0% 20% 40% 60% 80%	

- **Other (please specify)**

5 intensively during limited time periods
3 once a month
1 always
1 daily a year ago and occasionally in the recent year
1 daily but by intermittency
1 during some periods
1 each time a get connected to ECMWF
1 hardly ever now
1 intermittently
1 I used to use it several times a week, and plan to do so again by the summer
1 not sure
1 occasionally but last use over a year ago
1 occasionally to daily
1 once a month or more if needs
1 once a year!
1 project status dependent up to daily
1 regularly for some periods, when I need to get the data, then not at all for extended periods
1 sometimes daily
1 sometimes daily, sometimes occasionally, depending on the work I am doing at the moment
1 varies widely - see above

Overall, how satisfied are you with the service provided by ecgate?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	126		32%
Satisfied	224		57%
Neither satisfied nor dissatisfied	34		9%
Dissatisfied	4		1%
Very dissatisfied	2		1%
Total Responses: 390		0% 20% 40% 60% 80%	

- **Your comments:**

Is it possible to extend the timeout limit for a telnet connection (MSaccess)?

Some times the xterm connection does not remain long enough for a proper work.

now it is simpler than it was

sometimes it is too busy and there is no alternative

I am very happy, but find the loadlever system currently a problem (I must study the supplied information more)

No real problems apart from downtime.

I now run my trajectory model on ecgate since it replaced ecgate1 because it has a very fast turn around time (faster than when I used to run it on vpp700). I no longer require computing units. There were problems with LoadLeveler when it was first introduced which caused my forecast jobs to fail several times during the flight campaign in July 2004. However, from August onwards this problem was fixed (unfortunately the campaign finished on 4th August).

we have a pin generator problem and we can not login the server for a long time

I normally connect using ssh2, which works 75% percent of the time. The rest of the time I have to manually set up the xproxy server and connect to ecgate with telnet. However, the problem probably originates in Reading as much as it does at the ECMWF.

Mainly used to loggin at hpc

The performance has improved considerably during the last years!

the connection is sometimes quite slow

My WAM wave model retrieval programme was written in house by somebody else but help to modify it over the past number of years was always given by ECMWF staff.

It’s setup is not identical to HPCD (all software should have the same version number)- despite this I’m satisfied.

Server ecgate is reliable and maintenance interventions and other system interruptions are announced properly.

Rather slow especially afternoons, problems with X environment, sometimes does not allow X windows opening

weekly maintenance sessions sometimes interrupt the work.

Recently, have done no more than login and do some listings.

This server provides a simple system to access the ECMWF facilities

Only once, and for a duration of several hours, I was not able to connect to ECMWF through RMDCN (in the evening)

Very stable!

Data transfer by using ectrans creates files as large as the files to be transfered within the hidden directory ".ecaccess_DO_NOT_REMOVE", which are not removed automatically. This provokes to overshot the quotas.

When submitting files as jobs from https://ecbatch2.ecmwf.int and looking at the Monitoring page, the Stderr file and Stdout file are created by are empty ! and cannot explain why the job eventually failed.

Very poor environment compared to Linux/GNU. Very primitive vi. No interaction of ssh-agent with batch -> must split retrieval in steps with need of big buffers on EC system. Very limited quota for user disk space.

Es muy lento porque hay mucha gente conectada a ecgate. Deberia haber varios portales, ecgate1, 2 ,3 ... como antes

Changes to ecgate need to be more widely advertised.

hardly use it, can’t tell

I use midnight commander for data transfer

Reliable and fast enough.

after the introduction of Ecaccess and ectrans performance has stabilised and sufficiently fast

I didn't do much work yet on ecgate, just retrieved data

It is a nuisance though that the connection is lost after some time; in particular X connections (using /usr/local/share/ecaccess/ecauth/ecbin/AIX/ecauth) apparently are unstable

Mostly use regular scripts which run daily to retrieve data

It is good in speed but not easy to use
The security card is a hassle although maybe necessary because of the privacy policy.

Fast and efficient answer to all my little problems!

As a ignorant user I am surprised and pleased to be able to get what I need

The space quota limit is a bit low.

slow answers in the afternoon (for interactive work)

The telnet connection is very often slow and thus interactive activity is quite boring from time to time. This may be not a Centre's problem and rather a bad priority given to telnet vs ftp for example.

A personal experience.
Before using a local ecaccess server (using direct ecaccess.ecmwf.int access) I thought the X connections were not allowed. It was a pity since I made some work otherwise I could have done. In other words a user may think erroneously after tests not giving the waited result. First of all the messages should be as informative as possible. It is a difficult matter.

my need : only administrative tasks in interactive mode

I have not used it enough to have an opinion

How easy do you find ecgate to use?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very Easy	76		20%
Easy	204		52%
Neither easy nor difficult	93		24%
Difficult	14		4%
Very Difficult	2		1%
Total Responses: 389		0% 20% 40% 60% 80%	

- **Your comments:**

Baffling to start with, straightforward once I got the hang of it! Your documentation is among the best I've ever seen, and support during training courses has been excellent.

I find the access to ECMWF data very restricted..and I access the data as little as possible. For example, not I haven't used it for some time and I know it will take me some effort to get back onto using it

x windows access is a nuisance, but I understand why

Strange interface, inconvenient commands, for example pressing up arrow I don't get previous commands neither does tabbing fill filenames. I guess this could be improved by SSH.

No problems as long as the right ssh version is used.

It is particularly useful to be able to sftp multiple files out of the ECMWF as part of a script. Please keep this functionality as it enables me to automatically transfer my derived forecast products (mainly trajectories) to the BADC.

Internet connection is very slow (particular X forwarding). could be a problem on our side (MeteoSwiss).

In my capacity as Computing Rep I do not use ecgate very much.

For the little work that I do (mainly MARS data retrievals via Shell scripting), the system is quite easy to work with.

Recently, have done no more than login and do some listings.

Have not used it since last April
some of the messages are not very helpful
Problems sometime occur when handling large numbers of files

(UNIX knowledge required)

I have some problems finding the time to adapt my older applications to keep running in the (over the years) changing environment.

I guess computer novices would be better off using the web-server. For fast, large and flexible transfers I use ECtools and my own scripts

Some information for data retrieval, like satellites, are not easy to handle. At present, we are not de-gribbing data using ECMWF facilities and we need to get confidence with it.

It is difficult at the beginning until you get used to it or someone explains you how to use it

AIX seems like many other Unixs.

I'd wish I could use tcsh.

You are using other GRIB-parameter-tables, shortcuts, than international usual, that is confusing me. MARS-computed fields are wrong labelled in meta-information. I have to write a own program to correct PDS, because mostly I'm using that fields in a temporary database. There a wrong labelled field is nonsense.

problem of space disk: max of 2 Gb
problem of format with GRIB for DEMETER data : the format cannot be read locally on our computers

[difficult] seen from user's point of view

Some problems initially, but ECMWF user support very quickly got me going.

A little puzzling at times - not had an opportunity to "play" with the commands. I look after scripts written by my predecessor in which this command appears.

Easy once I've experimented to obtain retrievals of the exact data I require

Key set up - del - backspace etc and history commands are not set up correctly - a bit annoying but never bothered to investigate it.
Documentation on ecmwf.int is not up to date at all - I don't think any of the access methods actually work as described there, but one just has to know that it is e.g. ssh (telnet etc disabled years ago).

I don't often use ecgate, and I modify only parameters in scripts written by someone else five years ago.

The 20 MB default disk space is quite small. Even the 40 MB I got is small.
It's not clear if the limit can be brought up easily or not.
Same thing for SCRATCH. I got an increase since I knew others got one.

How could ECMWF help you to make more use of its ecgate service?

- **Please provide your suggestions:**

12 - no suggestions

Improving the HPCD remote connectivity (rcp, ...)

considering the protections required, it is ok as it is

Recent lack of use is due to reasons at this end, nothing to do with the service you provide - can't think of any improvements necessary at the moment.

I'd like to have access without special cards. Could we just have a userid, 1 passwd and 1 server, with no intermediate steps..?

Easier access to data, without dynamic password change

Somehow make the use of X and ftping easier. However, I have no idea how, because the need for security is inconsistent with this... Can't really suggest anything other than "wish"

To use more this service does not depend on ECMWF; it depends on me and my specific job.

it could be useful a more friendly interface

The procedure for retrieving data is simple, but the file transfer is sometimes difficult - if it was possible to get via web it could be better and simpler - also a rapid way to identify the data availability and codification could improve the use of this service

We obtained pin generator trough our meteorological service, even though we contacted to get a new one, we did not hear about it for a long time.

The only hitch is that grib2netcdf tool does not work properly for certain "advanced" variables such as vertically integrated northward heat transport.

More work space to retrieve MARS data
hpc disc mounted to do postprocessing on ecgate

I can not understand that it is not possible to connect to ECMWF by ssh. It is easy, well known and secure!

provide more options for the vnc service (choice of window manager, selection of window geometry, ...)

direct transfer of data over Internet to other servers (via ncftp or scp, instead of gate-ftp).
no maintenance at Wednesday morning.

Provide the basic document for the bigginers

Use is demand-driven. If and when I need it it is there!

I am very happy with the service. Nothing comes to my mind at the moment.

I would like to have McIDAS on ecgate

Not applicable for my work up to now because I did mainly retrieve of MARS data.

We are just happy ;-)

easier use of X-connection to machines outside the ECMWF

It would be great if I didn't have to write the programmes for retrieval of MARS Data by another means eg web or windows method.

Personally, in recent years I only use ecgate to update SecurID card user access.

provide better online documentation on your website (I cannot always find what I need)

Have the setup identical to HPCD (this means all software has the same version no running on both systems)

Especially define the problems of X windows. My guess is that system does nor allow opening too many X windows in our institute. The first in the morning gets the X window possibility. However, there may be some improvements very lately

Add more informative help messages.

Provide flexibility in the SCRATCH disk memory space. Possibility of increase for short time period.

On ecgate $SCRATCHDIR should not be a subdirectory of $SCRATCH, as $TMPDIR is not a subdirectory of $TEMP on HPCF.

I'm just use ecgate to retrieve data.

Better indexing

Adding all the explanations about this on the ECMWF web site

We are highly satisfied with current service, no additional action is neccesary

is OK, your guide is fantastic only my English is bad but I will try and try to learn better to write

less downtime (sessions on Wednesday). But the largest disadvantage is the slow connection to ecgate, which is hardly a ECMWF issue.

vnc would be useful, however I'm not sure if this is a request for ECMWF or for my home IT organisation

It is not possible to checkout the status of an data-transfer initialised by ectrans within a LoadLeveler batch job - so, it's not possible to set up conditioned job steps, which are using ectrans.

Provide a better environment.

allow the use of commands previously used

add more scripting examples (not only csh, but also bash, python, aso.)

I would appreciate being able to use bash as login shell.

a more detail information

Es muy lento porque hay mucha gente conectada a ecgate. Deberia haber varios portales, ecgate1, 2 ,3 ... como antes

Improve bandwidth for data exchange between Met Office HQ (Exeter) and ecgate.

I'd wish I could use tcsh.

automatic ftp to external computer in order to reduce the temporary disk usage for large data retrievals

I hope the data sets would be decoded by wgrib as well. I should learn how to use the decoding program for ECMWF data sets.

I only use it occasionally, when I need it, so I don't intend to use it more often

Apart from the instability in X, I am happy. Is it possible to find out which process in the chain is responsible for disconnecting?

just use ecgate for MARS retrieval, no suggestions up to the moment

It would be useful to describe the processes through more examples

As I use your service rarely, it is satisfactory for me.

I have not checked if there is a manual on your web site about how to use ecgate, but if there is not it would be good to make one.

it would be nice that on ecgate the shell tsch could be available

Access to the R statistical package would be nice (http://www.r-project.org/).

I am not as yet very strong in programming which is why currently I only use the web services

More graphical, less script-unix-style gadgets, more EXAMPLES of SIMPLE retrievals, a new MARS-function to extract time series for one position, not grid-only extracts

It would be useful to provide descriptions to explain all the possibilities on ecgate through examples.

Why are you not satisfied with the ecgate service?

- **I am not satisfied with the ecgate service because (e.g. insufficient processing power, insufficient disk space, poor turnaround; difficult interactive use, difficult batch use; bandwidth limitation, unavailability of software, etc.):**

The keys are not automatically set up. Some shells use delete and some back space. The arrow keys give strange symbols.

See previous question [Especially define the problems of X windows. My guess is that system does not allow opening too many X windows in our institute. The first in the morning gets the X window possibility. However, there may be some improvements very lately]

Insufficient user disk space.
Primitive programming environment.

difficult "interactive" use - it's really some kind of batch system and there are several layers between me and the data: me|browser|ecaccess|NQS(?)|MARS|data

The support resolved all my difficulties to run the jobs.

The users for France are all fr ones. This is a too wide gathering in my opinion. I used frtodcli and Dominique Lucas told me to abandon this way of doing...

Computing Services - HPCF

In this section we would like to find out about your use of the computing services provided by the High Performance Computing Facility (HPCF).

How often do you use the Centre's High Performance Computing Facility (HPCF) resources?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Daily	18		4%
Several times a week	18		4%
Once a week	4		1%
Occasionally	69		17%
Never	280		68%
Other (please specify)	20		5%
Total Responses: 409		0% 20% 40% 60% 80%	

- **Other (please specify)**

2 I don't know
daily a year ago, occasionally in the recent year.
daily in periods

during some periods
hardly ever now
intensive (several times a week) but for limited time periods
intensively in junks of weeks throughout the year
in the future and in the past near daily, but at present occasionally
monthly
never so far, but having plans to do so
not used to my direct knowledge
not used it for months
only once
Recent experiments have been carried out by colleagues. Therefore I do not have experience on the current IBM system
(see above comments. I have not used it for ~ 3 years, but will use it several times a week after summer.)
seldom
sometimes daily. Sometimes occasionally
sometimes daily when running HIRLAM experiments, sometimes occasionally
until now occasionally, from now several times a week
want to use it in future
when visiting ECMWF

Overall, how satisfied are you with the service provided by the HPCF?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	36		20%
Satisfied	74		42%
Neither satisfied nor dissatisfied	66		37%
Dissatisfied	0		0%
Very dissatisfied	1		1%
Total Responses: 177		0% 20% 40% 60% 80%	

- **Your comments:**

8 do/can not use it

Is it possible to increase the max number of jobs running on HPCD for a user?

Makes large experiments or fast testing possible

will have to work on sufficient speed-up.

runs very stable
always disc space problem with a CTM
input data and source code are deleted too quickly from disc

Can’t tell - maybe we will use EC computers more often in the future.

We should try to get access. Maybe you have good performance to run our model.

I’m reflecting the general views of users who give me feedback when I say that we are ’very satisfied’ with the HPCF.

Only problem is disk space.

The capacity seems to be sufficient and runs go through efficiently

I know the HPCF only from the computer user training. From there i am very satisfied.

This facility is of the uttermost importance. However to run very long jobs can be difficult.

I would appreciate to have tcsh available on HPCD

Excellent support (Umberto M and John G)

quota system unnecessarily restrictive (when eg met office never uses all of its quota)

too little experience to make a judgement

I haven't used it yet because I've just got my account

I am currently not using the HPCF, this work is performed by a Ph.D. student within our Special Project, who is very satisfied.

Korn-Shell is not my favourite ...

By the time I used the system, I was very satisfied

How easy do you find the HPCF to use?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very Easy	10		6%
Easy	51		31%
Neither easy nor difficult	95		58%
Difficult	7		4%
Very Difficult	1		1%
Total Responses: 164		0% 20% 40% 60% 80%	

- **Your comments:**

I don't really understand all the options for submitting jobs etc., but I have some templates that work fine.

Recent experiments have been carried out by colleagues. Therefore I do not have experience on the current IBM system

the only thing which can be unhandy is the scripting needed to get input-output on the TEMP

The shell environment is not very user friendly.

tcsh (or zsh) would be nice to have (instead of ksh)

I was using HPCA a year or so back and it was easy to use. I will soon be using its replacement, at which time I will be able to form an opinion

I must thank the chief system manager for his help. Otherwise I should forget to run my jobs on the HPCF.

As an occasional user it is difficult to keep up with the changes in computer platform over the years.

I still can use HPCF ,and I don't now how to use and , and what is this

I don't like the korn shell.

A sftp-connection to the Internet would make it easier to transfer data to computers outside ECMWF.

more shells (bash) would make interactive use easier

LoadLeveler is not very user-friendly. It is OK for users that can concentrate on IBM, but most users will also have to know other submission methods.

It would be useful to describe the processes through more examples

That's easy once you've understood how to change the shell into Korn-shell and that you have keyboard shortcuts for online command. That may seem absurd, but you can loose a lot of time without them!
If not, I appreciate the rapidity of the machine, the job submission and all the special commands designed to access the mass storage! Highly powerful!!

Quite easy thanks to PrepIFS and CDP

If you are not using the Centre's HPCF resources at all or less than you would like to, what are the key reasons?

Please specify the importance of each reason or tick "*Not relevant*".

- **You have easier access to supercomputing resources at your organisation** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	88		36%
Low	34		14%
Not relevant	120		50%
Total Responses: 242		0% 20% 40% 60% 80%	

- **You have easier access to supercomputing resources elsewhere** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	33		15%
Low	39		18%
Not relevant	147		67%
Total Responses: 219		0% 20% 40% 60% 80%	

- **Not necessary for your work, i.e. serial programming is adequate for your needs** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	127		51%
Low	44		18%
Not relevant	76		31%

Total Responses: 247	0% 20% 40% 60% 80%

- **Difficult to access** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	9		4%
Low	35		17%
Not relevant	163		79%
Total Responses: 207		0% 20% 40% 60% 80%	

- **Difficult to use** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	12		6%
Low	33		16%
Not relevant	157		78%
Total Responses: 202		0% 20% 40% 60% 80%	

- **Lack of training** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	39		18%
Low	47		22%
Not relevant	127		60%
Total Responses: 213		0% 20% 40% 60% 80%	

- **Lack of adequate assistance** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	8		4%
Low	33		16%
Not relevant	160		80%
Total Responses: 201		0% 20% 40% 60% 80%	

- **Lack of debugging tools** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	7		4%
Low	18		9%
Not relevant	171		87%
Total Responses: 196		0% 20% 40% 60% 80%	

- **Lack of optimisation tools** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	4		2%
Low	21		11%
Not relevant	171		87%
Total Responses: 196		0% 20% 40% 60% 80%	

Please specify the importance of each reason or tick "*Not relevant*".

- **Other non technical reason/constraint (please specify below)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	26		15%
Low	8		5%
Not relevant	137		80%
Total Responses: 171		0% 20% 40% 60% 80%	

- **Please specify other non technical reasons/constraints:**

10 not necessary for my current work

7 Cooperating states cannot use Centre’s HPCF resources, yet.

5 I know nothing/very little about HPCF

2 Lack of time for learning...

2 We have to use other/our own HPFC facility

I am not allocated resources to use your HPCF. Many years (>10 years) ago when I did use your supercomputer for a high resolution climate run the biggest problem I had was transferring the large amount of output data back to the Met Office.

Will use in future for testing future MPI code

I am afraid of MPI... until now I am working on parallel vector machines for which openMP works fine...

we had enough computer resources for our previous work until now and have no experience on the HPCF, but we plan to test our programs on the supercomputer soon and maybe use it them.

In fact cluster computing is of more interest to me, i.e. running the same program lots of times on different data.

The vast improvement of ecgate over ecgate1 means that I can run all my (serial) model calculations on ecgate. Often retrieval of forecasts/analyses from MARS is the rate limiting step in the turn around of my forecast scripts.

In Zurich we had good supercomputing facilities - now in Mainz it could be a very good option to run some models/calculations directly at ECMWF. I guess that the support would be excellent as it is for any other questions I had sofar to ECMWF.

The assistance is really efficient. However the main problem is accessibility through a remote telnet (ftp) that sometime is quite low. In addition disk space is usually limited for several tasks. Indeed, with my facilities, it is not possible to transfer simulations outputs to my institution (via ftp) due to the large amount of data, and disk resources on HPCD are limited. I'm now trying to realize a routine to extract "main data" from my simulations and to transfer them at home. In addition disk quota is also limited on ecgate and I must use it to transfer data from HPCD to my computers.

The specified reason can change soon.

getting the permission to use the ECMWF HPCF via the national weather service is VERY difficult!!!

I have heard from others in here that it is very difficult to use and not worth the effort as we could never use it in an operational way - which would be my interest.

Main reason is that I no longer do any development work personally. My role involves enabling others to implement projects through provision of resources and training as required

Data transfer from remote host to local work station for postprocessing reasons and visualisation (Matlab) is slowly.

Sometimes MARS access is so slow that my job is not completed in the usual time and I have to repeat it.

No appropriate environment to run weather models of our national centre for trial runs

Until recently, I didn't even know that I had access to the HPCF resources. I might start using this facility more now that I know that I can use it.

Sometimes IBM is a bit different to other machines and makes porting more difficult.

Work to submit is still in process of preparation

Better porting of the UM and UMUI to make easier to run it at the ECMWF's computer.

Lack of opportunity or priority on the home work.

In my work supercomputing resources are not necessary

No priority on work with model migration

The HPCF possibility is always at the back of my head and it is only a question of opportunity and a suitable project to make use of it.

Difficulty of code porting.

Lack of experience in parallelising large computer codes is an important problem in our group.

I will like to learn how to use centre's HPCF

Until now the work developed did not require the use of HPCF

HPCF at ECMWF is the best I can get - there's no alternative!

I have only used the Single Column Version of the IFS, which runs quickly and safely on ecgate. Hence, for that there was no need for me to use HPCF.

Programming for HPCF resources is not part of my job.

at the moment I mainly use a non-parallel version of TM5 (for inverse modelling / data assimilation) which can be easily run at our local SUN cluster; for full chemistry simulations (parallel TM5 version), however ECMWF is very attractive for us (mainly done by several colleagues)

most tasks are easier to perform on our local cluster
disk space and access for large is the bottleneck for ECMWF use

I'm not using it right now but I will hopefully

Plan to use HPCF in near future

Other work commitments as writing, reviewing, editing, education

Mainly, I have not enough time to perform and finish the optimisation of my code on your platform. I want to do that carefully and understand what I'm doing. But finding the good compilation options is very hard and the model code is huge. I don't really know how to put up with all the subroutines...

mainly graphical applications

Jobs run by llsubmit on ecgate.

access to results

That's true that I've also access to computing resources at Meteo-France, however, I currently under use HPCF for the reason I working on topics that use more metview and other tools that do not need to run on HPCF

Why do you find the HPCF service unsatisfactory?

- **I find the HPCF unsatisfactory because (e.g. insufficient processing power, insufficient disk space, poor turnaround; difficult interactive use, difficult batch use; bandwidth limitation, unavailability of software, etc.):**

No answers received.

Archive Services - MARS

In this section we would like to find out about your use of the archive services provided by MARS.

How often do you retrieve data from MARS ?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Daily	52		13%
Several times a week	45		11%
Once a week	38		9%
Occasionally	219		53%
Never	41		10%

Other (please specify)	18		4%
Total Responses: 413		0% 20% 40% 60% 80%	

- **Other (please specify)**

3 once a month

1-2/month

sometimes daily

1 or 2 times a year

Intensively during campaign periods.

daily automatic retrievals for balloons trajectories

every couple of months I have to update our windfields for trajectory calculations

once a month or more if it needs

during some periods

occasionally to daily

On and off, intensive in periods

hardly ever now

sometimes more often than others

several times per day for a few days a few times per year

Daily when I work's on Mars archive

Overall, how satisfied are you with the service provided by MARS?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	127		33%
Satisfied	211		55%
Neither satisfied nor dissatisfied	38		10%
Dissatisfied	4		1%
Very dissatisfied	1		0%
Total Responses: 381		0% 20% 40% 60% 80%	

- **Your comments:**

3 I don't use MARS

3 slow, sometimes

There are some problems in the interpolation to rotated lat-lon.

-I have been missing "rotation" possibilities for winds for several years, but I understand this have been fixed.
-I think it must be an error in the system that the domain can't be selected totally freely (the 0deg long. and 0deg lat. must always be included, why? Maybe you'd like to extract a domain with, say, 1 deg resolution but centred on half degrees).
-I lack a printed manual. I still consult the revision 11 (sept. 1995) document much more frequently than the web-version.
-As a "not to initiated user" I sometimes wonder what the difference is between certain data (e.g. Forecast, analysis, initiated analysis, first guess etc.).
-Again as a "not so initiated" user I would like to have some (printed) reference to the accuracy of the retrieved data which I use for other applications (e.g. how good is the retrieved precipitation for a certain area during a certain time). I'm sure that data is available but have not managed to locate it. Don't know who to ask.
-I don't use "MARS-on-the-web". I'm very conservative and stick to batch jobs edited and submitted from a Unix prompt.
-When I retrieve large amounts of data they get stored on scratch disks of ECMWF. Before I manually move them to SMHI they occasionally grow beyond the permitted disk usage. I find the temporal storage at ECMWF and manual moving of files from ECMWF to SMHI a "bottle-neck". I suspect there might be ways to automatically put the data on my disks at SMHI but have not figured out how.
-There seem to be different ways of moving data between ECMWF and SMHI. I am sometimes puzzled on what to use; the benefits of the different methods and the syntax and way to use the different methods.

more flexibility is needed in data extraction and plotting for limited geographical areas and cross sections

very good instruction pages on the Internet

Since I can extract ncdf format, I'm very satisfied.

There is a large variability in speed of retrievals. Sometimes it is the MARS retrieval that is the rate limiting step in my forecast scripts.

It is down every Wednesday morning and seems to go down regularly other days as well. It is also slow (especially as I have low priority on my jobs).

occasionally get problems but less than a few years ago

For some of my applications MARS access is still the bottleneck in terms of speed (improvements are always possible)

It is easy to surpass the 2GB limit in MARS for files. In this case the job simply aborts.

I don't know

Here again, I'm reflecting the views of users who routinely retrieve data from MARS

It would be nice if the data could optionally be decoded from GRIB to ASCII in a Mars job.

MARS itself is fine. The difficulty is more the varying contents of the database. But that's of course in the operational part not preventable.

Rather slow especially if need much data

satellite data is not very well represented in the archive.

There is only one thing which is not great. I have to make large request, retrieving all the forecast over a month, for instance, and it is sometime very difficult to get it to do the job to the end...

Lately we have retrieved data (namely upper air data) for a case study and there were a lot of missing data in the European Area. Looking at the Internet we found those missing data in a database in the USA. We were wondering why as these data are available they are not included in MARS

though we have since the introduction of frames as boundaries for HIRLAM been unable to extract from MARS frames in the same grid as those disseminated. This problem was finally solved last month.

Excellent archiving system!

Error trapping still isn't good enough. (batch interface)

Once I understood the scripting methods I could do everything I needed to do.

Manipulation of GRIB data headers should somehow be enabled. Ideally, this should be automatic.

I wrote it before: your own parameter-tables, shortcuts are strange. We now often use CSOMARS (Aubert Guillaume)

Again, I look after scripts developed by my predecessor.

different data retrievals and storages are sometimes difficult to understand

poor documentation (see later)

It is relatively fast, but not easy to use

The system is hard to use for people outside the meteorological world.

The Data finder web application is nice to use for finding out which data are available. But it gives sometimes incorrect answers (more data are in fact available than those displayed by the Data finder).

Another issue: For large data retrievals from the MARS system, there is a risk for constructing inefficient retrieval jobs which lead to mounting the same tapes several times. A remedy could be to give better information on how data are organised on the tapes, or even better, to provide software to analyse a sequence of MARS requests which would discover repeated tape mounts and advise the users on how to improve their MARS scripts.

You get the data out on the web very fast

MARS is too slow to let a running model read meteo directly. We now store data intermediately on ecfs, but I guess that this is not what ecfs was meant for.

problem if you need to extract long series of data

I got some problems with the "smart" features of MARS that is modifying or completing the directives provided.

For old Centre's users it is difficult to know the new things/options in MARS. Since the paper documentation disappeared I am not comfortable with the use of web documentation: at the beginning it was minimalistic and I have no view how it has changed since. Perhaps things are described in newsletters but I don't go and see them. I preferred the old system giving newsletters by email.

I'm very staisfied by MARS at ECMWF, the local interface via metview ran locally in my organisation is less satisfactory

How easy do you find MARS to use?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very Easy	60		16%
Easy	190		50%
Neither easy nor difficult	102		27%
Difficult	26		7%
Very Difficult	1		0%

Total Responses: 379	0% 20% 40% 60% 80%

- **Your comments:**

From memory I think the one thing I used to struggle with is getting a *complete* definition of each field - horizontal grid, vertical levels, units, spot value or time averaging interval, etc. Apart from that, no problems once I got used to the system.

Easier access, without dynamic password change

It could be much more friendly, such as the American facilities implemented by CDC and ARL

A solid and good system

in my case it is hidden behind scripts provided by KNMI, so I don’t really know

very helpful: the Internet pages for searching the parameters, check for availability and constructing the retrieval

It is not always clear in which resolution the data are stored

The sample retrieve commands generated by the archive section of the ECMWF website are very useful.

Occasionally I have problems with making MARS accept my "date"-string.
Not always clear how to choose the best resolution.

Sometimes it is difficult for me to find which data are available and which are the data codes

more easy now with the informations on the web but usually there is a problem when
I try to get a new period of data as often something has changed

the huge capabilites of MARS are great, but make it difficult to use.
MARS retrieves resulting in errors are difficult to catch in automated retrieves.

Good support from User Support

Although at first glance it looks simple it is in fact rather tricky (which I understand due to huge variety of data it handles)

Sometimes it is not so clear to me what exactly is in which "stream"

I sometimes have problems with land/sea mask definitions, which are not scale-independent.
Occasional NetCDF problems

especially finding out what data is stored in MARS is a problem, since only model parameters are in the data-finder on your website and not the observations. For example I tried once to find out which buoy data are available in the MARS and could find nothing at all on you website on this subject.

Have example scripts but more online help would be useful

By using my scripts, issuing commands to the MARS archive system for retrieving data is proven to be quite easy.

In the MARS user guide there should be a list or table of all options in request with short explanation to easily check the correct parameters

Some of the file manipulation routines are too inflexible, e.g. the retrieval of monthly maximum temperature data from DEMETER required the creation of 1000s of temporary files because I was unable to use looping facilities.

Maybe the observations could be retrieved by way of the Internet one day.

Already years ago I expressed the wish for an index of the MARS directives. In the user guide I have to guess the category to find an explanation.

Need a centralised documentation of how to retrieve various data streams. I could sometimes find that information only in the "dissemination" area.

The documentation of the parameters is somehow leaky. WebMARS has solved some issues.

Easy on the web, difficult with syntax in batch

Sometimes it was hard to find out exactly what was wrong with my script.

MARS is very difficult to use for a beginner and, even with experience, requires a lot of attention to understand what one can get and how. Many parameters are badly documented.

Easy to use via Metview

Getting started on a new data stream seems difficult each time. Once stream, expid, method, type and class are known, stress usually recedes. Compute on field sets can be very tricky. Would bringing the compute engine from Metview into MARS not be an option?

Sometimes it is not easy to find the relevant information in the documentation. But it is always possible to obtain an efficient help from the ECMWF support team (help desk).

Sometimes hard to find info on possible directives, e.g. what "ident" number should I use to retrieve data from the NOAA-17 satellite.

I have little knowledge of how the system is constructed and behaves. Presently, I "hack" existing scripts.

far easier to use than met office archiving system!

Navigating through the calatogue without knowledge of some activities at ECMWF can be difficult

Error messages are very cryptic;
Default values are not always consistent with the assigned parameters;
User manual reports some errors.

The list of parameters as documented under .../services/archive/d/parameters proved to be very useful to me.

once you have developeved a modus operandi it is fine, but it takes a while to find that modus; sometimes when MARS is not retrieving what you asked for it requires an effort to find out why it isn’t

I use MARS for one single application. Once that is configured, use is easy. I cannot say anything about other, more variable, applications.

giving examples to retrieve data
The MARS syntax is difficult for me

It is difficult to find out the values of the fields for a MARS request. The information about the possible values are very dispersed in the ECMWF Web page documentation and not all values always work together having to do a trial-error exercise every time a change in the parameters is needed.
Better documentation explaining the possible values of each field and how are they compatible/incompatible would be very helpful.
The Web page interface to automatically generate the MARS request is still to cryptic to understand properly.

Maybe it would be good to give some instructions about which programs can read retrieved MARS files (GRIB etc) and where those programs can be downloaded.

MARS works, but the products are not easy to use for people lacking meteorological packages. A convenient tool for opening GRIB is required

Use is much easier now we have access to the online catalogue.

Mostly, I find it easy now, but had problems in the beginning.

Again the problem is with programming and scripting languages, I haven’t had the time to learn

It is mostly self-explanatory

While MARS is easy to use, the documentation on the batch syntax is not very thorough. Also it can be difficult finding the data you require using the content lists on the web. e.g. there are a vast array of expver without any explanation of what they are.

I am not expert in this area so am happy to be able to find my way around

in the MARS user-guide the usage of referencing field sets should be described in more detail or with more examples

An exact, detailed definition of all parameters archived in MARS would be needed in order to prevent misunderstandings. There are many parameters with names that don't make their meaning obvious.

Most requests are made through webmars, except when using facilities not available at this level (i.e. ACCURACY, PACKING)

I don't often use MARS. I modify scripts written by someone else five years ago.

The documentation for ERA40 experiment isn't obviously clear. By example, how find the surface parameter? idem for the units used ?

I think I use it at a very basic level. That is not difficult.

Depending on the choosen date, you need to know which are the variables available. You must perform separate asks to get not compatible variables.
We developp a shell-script to create the good Mars-request(s) according to the date and the variables lists.

Why do you find the MARS service unsatisfactory?

- **The MARS service is unsatisfactory because (e.g. poor turnaround; difficult organisation of data, difficulties in handling the GRIB/BUFR format of the retrieved data, bandwidth limitation for transferring of data, availability of service, etc.):**

As I mentioned before, main problems are availability and delays in the completion of the retrievals.

see previous [Rather slow especially if need much data]

MARS can formula-compute GRIBs but not change the meta-information (in PDS).

GRIB is not easy to use. Use of WGRIB is inefficient, requiring considerable preparation. A standard routine for accessing data values is required. In addition when needing large files, there was not enough room for temporary storage. Thus bandwidth and disk-space became considerations

Which data are you mainly interested in?

Type of data

Please specify the importance of the data type or tick "*Not relevant*".

- **Fields** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	333		93%
Low	17		5%
Not relevant	9		3%

Total Responses: 359	0% 20% 40% 60% 80%

- **Observations** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	124		37%
Low	133		40%
Not relevant	77		23%
Total Responses: 334		0% 20% 40% 60% 80%	

Type of archive/dataset (class)

Please specify the importance of the archive/dataset or tick "*Not relevant*".

- **Operational data** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	276		80%
Low	41		12%
Not relevant	27		8%
Total Responses: 344		0% 20% 40% 60% 80%	

- **ERA-15** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	72		26%
Low	105		38%
Not relevant	103		37%
Total Responses: 280		0% 20% 40% 60% 80%	

- **ERA-40** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	223		67%
Low	61		18%
Not relevant	49		15%

Total Responses: 333	0% 20% 40% 60% 80%

- **DEMETER** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	29		11%
Low	42		16%
Not relevant	190		73%
Total Responses: 261		0% 20% 40% 60% 80%	

- **Research experiments (prepIFS)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	28		10%
Low	55		21%
Not relevant	184		69%
Total Responses: 267		0% 20% 40% 60% 80%	

- **Member State projects** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	44		16%
Low	51		19%
Not relevant	176		65%
Total Responses: 271		0% 20% 40% 60% 80%	

- **Other (please specify below)**
(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	10		5%
Low	5		3%
Not relevant	184		92%

Total Responses: 199	0% 20% 40% 60% 80%

- **Please specify other archives/datasets:**

member state models

If I have a problem I usually get a copy of the user's data and I don't need to question how they obtained it.

sorry, I don't know about datasets...

Ocean waves fcts

Some analyses to use as initial conditions

Daily archives to be used as boundary fields in limited area models is the main interest

Tropical storms trajectories

TOGA-data

Only need for checking Metview

COSMO-LEPS (Bologna,IT)

Member state projects = prepIFS in my case

observations

MAP-SOP ERA

Depending on what kind of observations I can retrieve that might be interesting

Occasionnally, data from other centres.

wind field for Global Atmosphere Watch Network

Other: Map reanalyses

my own files on ecfs

More specific types of data

Please specify the importance of the data type or tick "*Not relevant*".

- **Analysis** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	313		87%
Low	31		9%
Not relevant	15		4%
Total Responses: 359		0% 20% 40% 60% 80%	

- **Deterministic forecast** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%

High	221		67%
Low	54		16%
Not relevant	56		17%
Total Responses: 331		0% 20% 40% 60% 80%	

- **Ensemble forecast** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	120		39%
Low	73		24%
Not relevant	112		37%
Total Responses: 305		0% 20% 40% 60% 80%	

- **Monthly forecast** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	44		15%
Low	69		24%
Not relevant	176		61%
Total Responses: 289		0% 20% 40% 60% 80%	

- **Seasonal forecast** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	49		17%
Low	58		20%
Not relevant	183		63%
Total Responses: 290		0% 20% 40% 60% 80%	

- **Other (specify below)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
High	8		4%

Low	9		5%
Not relevant	181		91%
Total Responses: 198		0% 20% 40% 60% 80%	

- **Please specify other data types:**

Daily forecast

Ocean wave data

At moment I am not involved in experiments which need forecast data knowledge. In the future, perhaps they could become interesting to me.

Analysis feedback data

WAM wave data

Sensitivity fields

Demeter, ERA-40

Relative vorticity coeff. in sh. of analysis and/or 24h forecast depending on my experiments.

Unfortunately we do not have access to real time Deterministic forecasts

Only used for checking Metview

Glosea seasonal forecast trials,
Future members of seasonal multi model ensemble.

Depends on date what is available. Looking for "best" data/observations

These are data that we produce, plus ERA40 analyses

observations

I would like to have the LORENZ-FILES (0-to-10 days forecasts)of the ERA40 dataset. I don’t know if they are available..

Ocean model data

Depending on what kind of observations I can retrieve that might be interesting

Data from other centres.

The interest for seasonal/monthly forecast will soon grow.

sensitive areas and singular vectors

Which additional features in the MARS language, other than the ones already available, would be useful to you?

- **Please specify:**

9 no suggestions / don’t know

Have the possibility:
- to change the scanning mode flag (ISEC2(11)) in a field.
- to get the field value in a grid point given lat-lon coordinate (or array index)
- to be able to calculate covariance between a point and a field (output: a field)

As indicated above:
1) Rotation of fields
2) The possibility to select any domain and grid-spacing
3) Easier retrieval of precipitation fields. Why do you have to choose forecasts and then make

differences. Could it not be possible to store the "best estimate of precipitation" for a certain period of time, i.e. every 6 hour -which is typically the interval I'd retrieve winds and temperatures etc.
I have not learned the "on-line programming language" and instead retrieve a bunch of forecasts and then invoke a home-written postprocessing program to construct the right precipitation (by subtracting two fields) for a certain period and finally append the results to the corresponding wind and temperature GRIB-file...

a friendly interface

To be available more levels with ensemble forecast

Plotting for limited areas, plotting X-sections, time series plots and analysis tools.

it would be useful to retrieve observations of a particular type of parameter, as temperature or precipitation data

The possibility to access at the meteorological observations of the WMO network in a simple way (i.e. possibility to retrieve and automatically decode the data - I am referring particularly to some categories of data like synop, temp, metar, ...)

Messen when a questioned field is not available

The MARS interface should feature the same possibilities as the dissemination interface.

syntax to make simple calculations (e.g. total precip from stratiform and convective precip) is quite clumsy
(not a major problem..)

One that could describe the content of the surface measurements e.g. SST

I would like to have a more extensive information guide.
I would like to have a graphical tool that could save in a ASCII file the command to be submitted to the MARS; as example to have an web page in which you can the possibility to choose the parameters, latitude/longitude extension, etc and the end you can obtain the ASCII file with all the syntax. The ASCII file could be used then as a pattern to put on the MS-jobs system or in ksh scripts.
I would like to have the possibility to obtain the fields in order format than GRIB or BUFR. I would like to have tools to convert it to HDF, McIDAS format, binary, ASCII etc.

correct the wrong GRIB headers of the results when operations within MARS are performed.

retrieving profiles at a given lat-lon would be very useful to me. This is not yet possible as far as I know.

Despite the online catalogue and other tools, I find the composition of queries for MARS not easy.
Furthermore, the type of data archived differs considerably between operational forecast, analysis, ERA etc. This makes it difficult to use those different datasets for a given application (i.e. Dionysos).

A tool to generate the scripts automatically. Better explanation of how to order a job to optimise retrieval time. More detailed documentation of the syntax and how fields are archived.

vertical interpolation on model level
predefined for the older 31, 50, and 60 levels (when 90 are available)

improved file manipulation routines

An easy to use tool (callable from a shell script), which can give a short answer about the availability of requested fields without parsing the output from the" MARS/list..." command.

MARS allow computation, but this could be improved, by allowing for instance to compute formula like
\int U \sin(theta) dS dp, where theta is the colatitude, U the zonal wind, and dp the pressure increment.

I need vertical profiles of pressure, temperature and humidity above certain sites (latitude and longitude is given). With MARS, I can only download a grid (at least four points around the

site) and not the profile at the site directly.

API to my C and JAVA programs.

Retrieval of information from a single grid point (but that's not quite a matter of the language).
Automatic computation of geopotential for model levels if extracting only a few of them.

Increased checks on syntax logics or too large datasets. Try "date=19590401/to/195904030" (if this hasn't been fixed...)

It should be possible to retrieve ERA40 at model-levels and interpolate them to arbitrary pressure-levels at one step.

Metview command language, change GRIB headers, save lookup table of contents for large GRIB files, to filter data faster after first sweep, save table for future reference.

I have not encountered limitations for what we used yet.

Decoding of GRIB variables by means of Fortran language

cannot say at this stage since I don't know what MARS is currently capable of doing.

zonal averaging

Extraction of vertical Profiles

I just started using MARS, and for the moment I can't think of any additional feature that could be useful for my work

Sometimes, easier access to longterm monthly mean time series may be useful.

It would be nice if in the same MARS script you could save the data in different formats. Specially NetCDF (is this possible already?)

to access observations

Wind fields requested at lower resolution than original are not conservative. LowRes fields are interpolated at request grid instead of degrading resolution by e.g. a mass weighting.

Better control on how the resulting GRIB records are identified. If I use the MARS language to compute the difference between two fields, the GRIB identification for the resulting field will be misleading.

The experimental NetCDF output option should be made official and incorporated into the MARS language. With NetCDF, better data description/identification will be possible. This should be utilised by providing possibilities in the MARS language to set attributes on the data fields describing their origin.

The ability to do simple computations on the data would be useful. e.g. computing stream-function and velocity potential and performing spatial smoothing are all very easy to do from the spectral coefficients.
Adding fields e.g. CP+LSP would be useful too.

"POINT": like grid but to extract a times series for one (or more) lat/lon position

A soft to create mars requests
entries should be: begin-date, end_date, list of variables names(not the number values), Analysis or Forecast, Dataset, geographical area, output format, storage_directory

Archive Services - WebMARS

In this section we would like to find out about your use of the service called WebMARS.

How often do you use webMARS?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Daily	4		1%
Several times a week	19		5%
Once a week	20		5%
Occasionally	204		50%
Never	153		38%
Other (please specify)	4		1%
Total Responses: 404		0% 20% 40% 60% 80%	

- **Other (please specify)**

I don't think I use this?

I don't use WebMars, only scripts on ecgate

Not yet, but may try it in the future

Not yet

rarely

How satisfied are you overall with the service provided by WebMARS?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	56		20%
Satisfied	130		47%
Neither satisfied nor dissatisfied	83		30%
Dissatisfied	8		3%
Very dissatisfied	0		0%
Total Responses: 277		0% 20% 40% 60% 80%	

- **Your comments:**

4 did not use it so far

2 can be slow

I haven't taken the time to learn...

I hope I shall use it in my future work

It would be very helpful and useful that the resolution option was not fixed (as with ERA15 data happens)

fields with low resolution

great!

Too many problems with headings on maps, choice of data e.t.c.
Would like the "Custom" option for area when plotting data

I do not know how to use it. Perhaps if I could use this service, I could solve some of the problems indicated in the above questions, but unfortunately my limited time did not allow to me to get the useful informations about this service.

It is not difficult to get lost in the process, but it is better than similar products by other organisations (see for example http://iridl.ldeo.columbia.edu/index.html)

only used as an information, not to get data

This interface is good for finding out, in which datasets a particular parameter is located.

very useful to find out about the availability of data. also useful to assemble the MARS retrieves.
NetCDF functionality for quick look at data, in particular since CF-1. is supported. VERY NICE!

Very useful to try things out before making scripts, or to help making scripts

It is an excellent tool to verify/justify our simulations on the basis on well defined analyses

because of the large amount of data I retrieve it is often impractical to use WEBMARS. For small amount of data it is OK.

not simple to find what is in the archive (unless you already know precisely where to look at)

did not know it existed - but I will now find out about it.

It would be very useful to have more metadata explanations with some of the more obscure choices ("method").

It would be useful to have a few default data operations built-in, such as differencing to get fluxes from accumulated fields, summing LSP and CP, etc.

finding out which parameters are available for a give source (forecast, analysis, ERA) is difficult, because they sometimes have different GRIB codes for no apparent reason. It would be helpful if they would be grouped and that only for the final selection you find out which parameters are available exactly (i.e. I simply want vertical windspeed, and do not want to decide beforehand whether this should be in m/s or in mb/hour; or I simply want ’precipitation’ and only at the end want to know whether this is ’large scale’ and ’convective’ combined, or whether they are added already).

It used to work very well. But for some weeks already I have some problems. Checking the availability of model fields, for instance, I get the response "submitted", but I never get an answer. I have notified the problem, the problem will be solved soon, I guess.

great to generate the database call to be used in scripts later, if it does work.

retrieval is too slow often

This is a good facility which works well. The only extra which would be useful is an automatic GRIB decoder which works on xp and Linux (like ncep’s wgrib)

I like the NetCDF interface

I did it not use, so I can nothing say, but i think, that WebMARS a useful thing.

I use webMARS only for a quick look at some data, e.g. to plot a certain field. These plots are rarely useful, since I cannot modify/choose a good scale, neither can I modify the range of the data it should plot.

Would be nice to be able to define my own areas for display.
Isolines (or contours) need to be labelled better.

It would be great to be able to download files in NetCDF format for all type of data that are provided.

It takes much more time than run an retrieval by Metview

I haven't found a description of the grid structures of the archived fields. Maybe there is one?

Sometimes it seems the catalogue is not 100% up to date.

Graphical tools are not flexible

I use it to check for availability of data in general as well as specifically, and for the MARS request.

It seems like one can retrieve data in many ways (DataFinder or archive etc).
And sometimes they give different results, depending on which path one choose!
This can be very confusing and I'm not sure if I'm doing wrong or if it should be like this!?

Not much help for non operational data, brand new trials. Have to go and ask around for stream method type etc..

Sorry, I'vent enough time surfing your web

Easy to access and simple GUI.

I find login at the web interface quite tempremental so it is not my preferred method of connection.

I´m looking forward to be able to use webMARS to get information about operational observations.

Would be nice if several fields from different level types (e.g. 500 hPa geopotential and surface precipitation), could be easily plotted together. Maybe it is possible, but I haven't managed.

poor documentation

Would be useful if it could deal with archived ocean data. Some ongoing problems like retrieving multiple datasets but only one of them is displayed

difficulty on selecting the working area

Difficult to use, not intuitive. It is very cryptic and the level of user friendliness is almost as the MARS scripting, so in the end is better to use a regular MARS script/request.

Even so, it is of some usefulness when I do not know exactly how to fill in a regular MARS script/request.

Difficult to find clear information

See comment made earlier.

Fast updating of latest model output and lot of data

I only use it for finding out what's in the archive, then I use scripts from ecgate. See my previous comments on documentation.

it's handy to have webMARS write out the extraction MARS-script and cut and paste into ECaccess
extracting wave data works very poorly
i haven't found a way to use the GRID-command to limit the size of extracted fields

It would be useful to specify your own contours (for each parameter) and to be able to overlay more parameters (to visualise more parameters at the same map).

Easy to use, but all features are not available (ACCURACY, PACKING...)

I don't use WebMars, only scripts on ecgate.

slow answer

Not relevant

I don't know this web : I'm going to look at it.

Please give the reasons why you haven't used the webMARS service yet.

44 So far I had no need

26 I did not know about this service

6 don’t know how to use it

3 did not yet have time to try out

2 lack of information

I access the MARS archive using my own programs via ECGATE.

because we retrieve the data using the standard MARS commands

1) Haven’t taken the time to learn.
2) I’m also reasonably happy with submitting scripts, which I know work. I save these scripts for later usage and then only change time period and domain...

In the beginning, when I had time, there were some technical problems, and later I had more administrative duties

prefer running batch jobs

because my old job implicates daily data retrieval. But not now.

Not relevant for my work

I use MARS through telnet and ftp; my meteological service bought ERA15 and ERA40 on cassettes.

For my work I used ERA40 data from the mirror site at DKRZ. Therefore I do not have the need to extract these data from MARS. Also for my work I usually do not need operational analyses or other data which are available only on the MARS system

because I use it through scripts; no specific reason

I used MARS directly.

As indicated above

Working with shell language is more simply for me.

I handle the data with programs only.

We have no Unix

happy with telnet service

It wasn’t necessary. I did all through ecgate

Obtaining data through our implementation of Metview is sufficient for my needs.

What is webMARS? I have scripts for normal MARS and they are efficiently running

scripts offer more flexibility

Because, for supply the NWP files to our SAFNWC’s reference system we need regularly; then the MS-jobs approach is the better

MARS is sufficient for my purposes

Don’t use MARS either

I have been using MARS for quit some time now and maybe because I’am maintaining the operational dissemination requests as well. This is very much the same work so this might be the reason that I haven’t tried WEBMARS yet.

I usually build scripts to process a long timeseries (several years) of data, which would be rather impractical to do interactively.

Because the telnet system is more flexible and convenient for our purpose

I always use MARS client on Metview or script language on ecgate.

Queries during ssh session or via ECtrans are perfect. If webMARS is the same as ECtrans, I'm sorry, I'm lost with the plethora of terms and acronyms. If it is not the same, I just don't know about it. I tried once to retrieve data via the website but I remember it seemed not that convenient for repeated use and I gave up ...

Because I have bash scripts to extract ERA40 analysis that work very well and that convert after GRIB format to NetCDF format.

just haven't had a chance to try it

Satisfied with old-fashion MARS requests

Mainly, I only do one daily retrieval from Metview.

because there was no need to retrieve the data

because I have not the need, I prefer to use MARS services via ecgate

never tried ... i will.

It's not relevant to my work.

I use the MARS archive via HPCD. I need the data there. So, I don't need webMARS for my work.

We use shell script to retrieve data from MARS and to run a ECMWF loaded FORTRAN program to decode the resulting BUFR data in order to format the data in our own ASCII output.

I prefer ftp

I am happy with MARS client.

less directives for fields, absence of post-processing directives

Probably there was no need to use it.

was enough satisfied with 'normal' MARS via scripts

It is faster for me to get fields, observations via ECaccess or csoMARS.

tempremental login process

Faster to use MARS than webMARS?? Moreover, both MARS calls and collocation software is already set and running at ecgate.

I am new to the service

ignorance?

Because I continue to run a batch job

I do not know how to specify rotated grid.

I have a number of MARS scripts that fit well my needs.. However I will try WebMARS as asson as I have to retrieve a new dataset

there are easy ways to make MARS scripts available, so there is no need th use webMARS. I should check it out though.

Because I'm just registered and I don't yet have done the training course about MARS

I am able to obtain data by other means

Don't know that service yet and we are familiar by working through ecgate.

I do not need it; our data is usually extracted daily or covers a complete year, so scripting is much more useful.

I have not found the data I need

I am used to connect to the Centre and use MARS directly on ecgate. Since usually I have to retrieve a lot of data by means of an automatic launching system it is more convenient to directly manage the operation. For a new job I normally copy from an old one, which is not very difficult to do.

I use the MARS libraries that are implemented in my local linux system

I didn't know about the existence of this service, but I'll get information about it. I think I should be using more ECMWF resources.

because I am used with scripts

Archive Services - Data Server

In this section we would like to find out about your use of the Data Server.

Have you used the ECMWF Data Server (http://data.ecmwf.int/data/)?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Yes	89		23%
No	306		77%
Total Responses: 395		0% 20% 40% 60% 80%	

How satisfied are you overall with the service provided by the ECMWF Data Server?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	14		9%
Satisfied	59		38%
Neither satisfied nor dissatisfied	79		51%
Dissatisfied	3		2%
Very dissatisfied	0		0%
Total Responses: 155		0% 20% 40% 60% 80%	

- **Your comments:**

6 I haven't used it yet

2 no comments

It is too slow to download the fields in a reasonable time.

Occasional NetCDF problems (seem to be solved by now).
It is not always clear which fields you get, e.g., is he precip in the verification section of the Demeter data 6-30 or 12-36hr?

low resolution

NetCDF conversion needs improvement (e.g., problems with land-sea mask and/or missing values. Try to retrieve ERA-40 SWH in NetCDF!)
Difficult to retrieve large chunks of data (limit).
If you use it for the first time, you make your choice. Then you accept the terms of use. Then your choice is lost, and you have to start again. Very annoying.

Not all the data I was interested in was available when I tried to get it with this.

I only used this Service once or twice

I was not aware of the existence of this service

The downloading is fast and the server works quite well. However I think that would be nice to have some online utilities to decode the GRIB files... EMOSLIB isn't so easy to use. As a GrAds user I will be happy with the following GRIB-to-GrAds set of utilities:
1)automatic decoding from GRIB to GRADS
2)automatic build up of the GRads control file
or (option 2) the automatic creation of the index file (.idx) and the control file (.ctl) that allow to open a GRIB file using Grads (incidentally this kind of GRads facilities are provided by NCEP for their reanalysis dataset)

helpful for downloading ERA40 fields

This seems to be a service very similar to webMARS (or have I missed something?). Why provide two such services? Why not concentrate on one thing?

Initially however, some of the documentation on time intervals, forecast vs current etc were not very clear, particularly in the NetCDF format.

Again, I only used it briefly to see what data were available.

I just tried the system, for ERA40 data. Normally I don't have to use this system since data resolution is too coarse for our needs. It may be sufficient for drawing purposes.

Very little use (3 to 4 times) with very simple type of data request (TOST data)

The ECMWF Data server is very fine, I will use it in the future

Archive Services - ECFS

In this section we would like to find out about your use of the ECMWF File Storage System (ECFS).

How often do you use ECMWF's File Storage service (ECFS)?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Daily	23		6%
Several times a week	22		6%
Once a week	16		4%
Occasionally	122		31%
Never	192		49%
Other (please specify)	17		4%
Total Responses: 392		0% 20% 40% 60% 80%	

- **Other (please specify)**

when visiting ECMWF

once a month

Not for a long time

I used to use it ... and hope to use it occasionally in the future (after summer)

sometimes daily, sometimes occasionally

Intensively during campaign periods.

I'm not sure to have ever use it.

possibly in the future

daily in periods

not used to my knowledge but this does not mean it is not being used by scripts that I now maintain

used in the past > 2years ago, but not recently

In the future, and in the past, daily. At present not very often

Once so far

hardly ever now

almost every time I access ecgate or HPCD

monthly

I used it only during my 3-month-visit to ECMWF

How satisfied are you overall with the ECMWF File Storage

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	54		24%
Satisfied	106		47%
Neither satisfied nor dissatisfied	67		30%
Dissatisfied	0		0%
Very dissatisfied	0		0%
Total Responses: 227		0% 20% 40% 60% 80%	

- **Your comments:**

5 I do not use ECFS

2 no comments

slow, sometimes

Have not really had the need to store big files for long periods on the ECMWF. The home-directory is sufficient for most of my files. For temporary storage of MARS-retrievals I use the scratch disks.

Sometimes there can be long delays if multiple files are being copied from ECFS to ecgate (SCRATCH).

Comparably quick and files are always OK

Wildcard expansion in ecfs commands would sometimes be useful

too few commands are available

It would be nice if documentation on the 'ECMWF-tools', such as MARS and ECFS, would be very easy availably via the Web, for example via a link on www.ecmwf.int/research, and also via links on many places on the ECMWF-site.

Slow.

Sometimes ECFS is not available.

relative long reload times, missing support of large files

It's overall performance is good.

Easy to use but not fast.

It would be nice if files and directories in ecfs could be renamed (moved).

Very slow

can't answer correctly

Could be useful to have possibility to ftp files from ECFS.

simple, fast, efficient, would like to have it here!

Associated Member State: no access to ECFS

When I first used it it was quite hard to understand how to proceed (in batch mode) - so I did a lot of things wrong (mainly because my expertise is small)

We use ECFS also at the DWD

Sometimes, normally after a maintenance session, ECFS is very slow

One: the size of the GRIB files while the MARS request is being processed.

I just stepped in once

It is a pity that it cannot be accessed with several standard Unix commands:
a) I can understand "els" etc in stead of "ls" etc
b) less clear is why "ecp" and not "rcp"
c) I miss "mv","rm -r", etc.
I add that Tony Stanford has always been very helpful to carry out the tasks that I could not do myself due to these limitations. So it has not hampered my work, but possibly Tony's.

I am not sure if ECFS is the file system where the data is stored when retrieving data from MARS

It appears to be a robust and reliable system

Fast!!!

Files access is sometimes slow.

How easy do you find ECFS to use?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%

	52		23%
Easy	98		42%
Neither easy nor difficult	74		32%
Difficult	7		3%
Very Difficult	0		0%
Total Responses: 231		0% 20% 40% 60% 80%	

- **Your comments:**

3 A possibility for renaming files in ECFS would be helpful sometimes.

some more 'Unix' like manipulation tools, e.g. to move files from one directory to another or one user to another would be nice.

If the tabbing feature of tcsh would work for files on ecfs, that would be nice ... ;-)

When creating systems, which are use on many platforms, would be easier if the ecfs commands would look normal Unix command (cp, rm ...). then there would be no need of special treatment of ECFS

same as above.

idem

One problem is that ECFS related functions are not accessible under bash. Problem with path?

Unix like file structure and command language. Only a hand full of commands to learn.

There used to be a list of archived files. It was very useful.

For us should be more easily if the fields in GRIB code to be in GRID form

DWD is using similar software

see comment above

It could be easier to handle directories

If this is the case (see above), the name of the scratch directory is different for a MARS request and ftp download. This is confusing.
Also the scratch space is limited and I find it difficult or impossible to retrieve big files.

The set of special commands is great!!

An option to add data to a file on ecfs would be nice, for example to add a day file to a monthly tar file.

I don't often use ECFS.

I use ECFS at a basic level. That's easy.

Why are you not satisfied with the ECFS service?

- **I am unsatisfied with the ECFS service because (e.g. poor responsiveness; difficult access to the data, availability of service, bandwidth limitation for data transfer, etc.):**

Sorry I did not mean that I am not satisfied ... I just don't use it very often

well, I'm speechless....

not applicable

Web Services

In this section we would like to find out about your use of the web services available at www.ecmwf.int.

How often do you access the ECMWF web site?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Daily	51		13%
Several times a week	89		22%
Once a week	76		19%
Occasionally	184		45%
Never	4		1%
Other (please specify)	2		0%
Total Responses: 406		0% 20% 40% 60% 80%	

- **Other (please specify)**

now and then

sometimes

Overall how useful do you find the ECMWF web site?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very useful	162		41%
Useful	217		55%
Neither useful nor useless	15		4%
Useless	2		1%
Very useless	0		0%
Total Responses: 396		0% 20% 40% 60% 80%	

- **Your comments:**

free data are very limited and the data policy is too rescrited both for research people and public people

used to be very bad, and has been greatly improved in the past couple of years..

I found it quite useful for checking how to run jobs etc.

excellent site, in all ways

You appear to be limited in receiving information on ensemble products for various locations. It is not obvious how to get the forecasts for a none specified town.

The loops of the maps are not working! As you download a page you don't access immediately to the latest model run.

but some informations are very difficult to find

RMDCN web site [Very useful]

Some things are difficult to find ... the structure of the pages is quite complicated - can get lost in the many levels of pages.

Search engine is extremely useful for finding documentation

I find news sheets very useful

structure of docs and access to data is not very transparent. Multiple and redundant data sources. I would prefer a simple hierarchical document structure
(eg, BADC site)

It is used for retrieval of actual weather forecast in "your room".

I constantly check the site for the latest medium term forecasts for various places. I like the EPS products.

Often very difficult to find specific information - manuals etc. The search does not seem to work very well. Pages such as the MARS queue are difficult to find.

Not used

easy to find info about ECMWF services.

The search engine is not satisfied

IFS documents not very up-to-date

Can be hard to find things - have to go though many levels

I would like to see more plotted fields available

Too restricted to users outside MS' Met Services

It would be a disaster if it was not there. Local knowledge very useful when trying to find things.

the information on the www is useful to have access to at any time

I find login process tempremental at times.

Recently I am involved with forecasts all over the world beyond my trajectories.
I find it very convenient ECMWF provides meteorological maps.It saves me a the trouble of inventing a good lay-out.

There is so much information that it can be difficult to find the information you are looking for

I find really helpful the very complete description of the model (physics-parameterisations, and so on)

it is not very easy to navigate and the search function does not often yield the information I was looking for.

not easy to find what you are looking for .....

The information content is very useful. But it is structured in a very cryptic manner and I find things difficult to find.

It is very clear, I like it

the handouts of the computer courses are not all available.

Confuse to find the information and tools

As I can retrieve model fields that way it is very useful

I wish I would have more time to use it.

Its the best source of documentation on the model and the data.

e. g. for finding documentation on libraries, MAGICS, ...

Sometimes it's rather difficult to find what I'm searching for...

The documentation helped me to migrate scripts in 2004.

Happy

Please rate your level of satisfaction with the following characteristics of the ECMWF web site.

- **Ease of navigation** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	67		17%
Satisfied	226		58%
Neither satisfied nor dissatisfied	71		18%
Dissatisfied	28		7%
Very dissatisfied	0		0%
Total Responses: 392		0% 20% 40% 60% 80%	

- **Ease of finding information** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	36		9%
Satisfied	186		47%
Neither satisfied nor dissatisfied	121		31%
Dissatisfied	42		11%
Very dissatisfied	7		2%
Total Responses: 392		0% 20% 40% 60% 80%	

- **Search facilities** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	32		8%
Satisfied	177		47%
Neither satisfied nor dissatisfied	133		35%
Dissatisfied	35		9%
Very dissatisfied	3		1%
Total Responses: 380		0% 20% 40% 60% 80%	

- **Accuracy of information** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	113		29%
Satisfied	222		57%
Neither satisfied nor dissatisfied	47		12%
Dissatisfied	7		2%
Very dissatisfied	0		0%
Total Responses: 389		0% 20% 40% 60% 80%	

- **Timeliness of information** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	74		20%
Satisfied	225		61%
Neither satisfied nor dissatisfied	67		18%
Dissatisfied	3		1%
Very dissatisfied	2		1%
Total Responses: 371		0% 20% 40% 60% 80%	

- **Web site speed/response** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	103		27%
Satisfied	220		57%
Neither satisfied nor dissatisfied	52		13%

Dissatisfied	10		3%
Very dissatisfied	1		0%
Total Responses: 386		0% 20% 40% 60% 80%	

- **Web site reliability** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	122		32%
Satisfied	220		58%
Neither satisfied nor dissatisfied	37		10%
Dissatisfied	2		1%
Very dissatisfied	0		0%
Total Responses: 381		0% 20% 40% 60% 80%	

- **Overall look and feel** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	68		18%
Satisfied	233		62%
Neither satisfied nor dissatisfied	65		17%
Dissatisfied	10		3%
Very dissatisfied	0		0%
Total Responses: 376		0% 20% 40% 60% 80%	

- **Your comments:**

I find it very hard to know where to look for the info I want and always end up using the search facility or asking someone else for a link. The menu navigation doesn't seem very intuitive. Other than that the site is brilliant - everything I need is in there somewhere and the documentation is excellent, really high quality.

It can sometimes be a bit difficult to find what you want but usually you can

In fact, I have for a long time meant that your web-page is one of the best information services available on the net. Congrats...

For running computer jobs ocassionally it is very useful to have good information available.

The site response speed is high on weekends and holidays but not the rest o f the days.
To visualise one specific graphic is NOT possible to select several options at the same time (for example: base, time, step and arguments). It is neccesary to select, first one argument, second another argument ...

Once I have found the right path to the info I am after things go smoothly. But it often takes time to find this path...
I have never found anything useful with the search facilities.

very strong

The loops of the maps are not working! As you download a page you don't access immediately to the latest model run. I don't understand why there isn't a map with the 500 hPa geopotential and the temperature at 500hPa.

search functionality is not helpful

Overall ECMWF has a somewhat anonymous appearance. It is difficult to get direct contact to people at ECMWF to discuss questions, problems, etc.

We have a very poor Internet access at INM, 2Mb for about 300/500 people I believe, which is a shame considering I have at home a HDSL of 0.5 Mb for 39 euros a month! Hope they fix that. So I cannot tell about your web speed!

see above

With the comment above, statements cannot be made here on serious basis

The Web design you set up perhaps one year ago is less handy than the old one. It may be prettier but it is more difficult to find things

Some products are very east to access like 10 day EPS forecasts, but when outside companies request the ECMWF data I put them directly on to the web site and they invariable find it very difficult to navigate. i.e. when they want several specific years of certain parameters.

Site navigation is an acquired skill! But I'm used to it and I know where to find what I need. However, novices sometimes find it difficult to navigate the site.

detailed information is sometimes hard to find.Just an example I remind is the definition of the model levels. The search did not easily bring me
http://www.ecmwf.int/products/data/technical/model_levels/model_def_60.html

structure and linking could be better

Never had any problems with the site and it seems very professional and nice.

ECMWF web side is a very good source of information on my daily work

The documentation about operational products and research products are difficult to find or many times out of date.

It is unacceptable that in the web site from the deterministic forecasts i can only see forecasts from 72 hours and on and only for three fields. Retaining valuable information from scientists but also general public reminds us the Middle Ages.

the path to find specific information is not always straightforward

I have sometimes difficulties to come again to information, which I found previously.

For some security reason, I cannot access all ECMWF pages with the browser that I normally use (safari). It bothers me to have to use another browser every time I visit the ECMWF web-site.

Too cryptic in terms of data-availability-to-which-user (who sees what)

Search function to be improved

sometimes difficult to find an information already found in another search on the site.

response speed probably slow because of local constraints. Access via broadband to a home PC is satisfactory.

The web site has been a labyrinth.

As the amount of information provided by the website is huge, it is not always easy to find the right place. Anyway, I have no helpful suggestion to make in order to improve this. Overall, a very good job was done.

I ve a old SGI INDY with 9600Baud so it might possibly the reason, why your web-sites are as slow.

it is too difficult to find the information needed. Sometimes we feel rounding about without getting to the right page.

As this is not my preferred method of connection I cannot really comment.

The search facility never gives me reasonable results, probably I don't use it in the right way.

overall it is OK, sometimes looking for specific info it is not easy to find or it is found somewhere you won't expect it

It would be useful greater instructions and examples for "young" users

when retrieving meteo data from the MARS archive, I need a list of meteo parameters and their exact definition and units and a link where to find more information on the meteo parameter

It is sometimes difficult to find the information I am looking for. This I think is mainly due to too short descriptions on what a link leads to.

Also, it can be difficult to find out where you are in the information hierarchy. For example, if you click on "Order Data" under "Products", you will enter a page identified by "Home > Products > Data Services" which is almost, but not quite the same you would expect. Why not be consistent and use exactly the same words in the menu and in the identification sequence for each page?

Sometimes I encounter messages like "An object was lost". Try for example (from the main menu) Seasonal -> Seasonal Forecast Products -> Forecast.

However, getting metadata is not always easy such as information on units, data source, reliability. The appropriate documentation is sometimes difficult to find.

My only problem was that I failed to download reanalysis products (ERA40).

A catalogue of available observational data would be useful

generally improving

I've found easily information in 2004 to migrate scripts.

I don't really need to use the web site.
My feeling is that I am not sure to collect the information I need...

Sometimes difficult to find information you need. Not intuitive : you know that a specific piece of information (doc. or forecast product) is there, because you've found it once, but you can't find it easily anymore.

the 'your room' facility is very convenient

Which areas do you access on the ECMWF web site:

- (Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
Documentation	365		92%
Forecast products	253		64%
WebMARS	197		49%
Your Room	126		32%
Other (please specify below)	19		5%
Total Responses: 398		0% 20% 40% 60% 80%	

- **Please specify other areas:**

3 publications
2 Employment
2 Epsgrams
2 general information
2 IFS source code
2 News&Events
2 PrepIFS
2 Research documents
1 adverts for talks and courses
1 Archive, computing, Manuals
1 BUFR software
1 Calendar for meeting schedules and associated documentation
1 Committee Meetings
1 Courses
1 data availability
1 Dissemination requirements
1 Ectrans manager
1 ERA-40
1 Era40 Data
1 Info of Training courses, etc
1 manuals
1 MARS manuals
1 Ordered programs
1 other research/project descriptions
1 Reanalysis Docu
1 reanalysis products
1 RMDCN
1 Seminars, Events
1 services, research
1 sometimes, links to ECPDS. And to EMOS-related software
1 special project side
1 Status of ERA-40 (in the past)
1 training courses
1 Very wide use; very useful: calendar, all kind of reports, 'Order Software', ...

When you access the ECMWF web site do you:

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Access the web site without explicitly logging in	82		21%
Log in from your authorised Internet domain, e.g. meteo.fr	52		13%
Use your own ECMWF user certificate to log in	102		26%
Use your userid and (SecurID) passcode	153		39%
Other (please specify)	7		2%
Total Responses: 396		0% 20% 40% 60% 80%	

- **Other (please specify)**

all of the above, occasionally

I do not explicitly login, but the site does recognise me (cookie, probably)

All the above, except using the certificate

All of those

I use all last three methods

- **Your comments:**

Depends what I'm doing - usually just use the Met Office domain but sometimes my certificate as well.

Sometimes I log in using my userid and passcode but quite often I am only consulting the documentation and then I just access the web site without specifically logging on.

Sometimes I use my ECMWF user certificate

Depending on the purpose I use:
> Access the web site without explicitly logging in
> Use your userid and (SecurID) passcode

And using my own ECMWF user certificate

certificate didn't work anymore; anyhow i find it easy enough with the SecurID

It would be easier with a password

From home I also use the web site, sometimes directly and sometimes with the need for userid and passcode.

and authorised used domains

Excellent.

Access from Home using User Cert also

When logging in from home, I need securID

I also used the SecurID once in while.

also using our own user certificate

I log in from both an authorised domain and my ECMWF user certificate

Often try to see how far I get without log in, use SecurID when necessary.

It however often happens that I have to log in with user id and passwd, if
I want to see the page - but that might have s.th. to do with my own browser, not how the page is protected ?!

I also log in using my userid and (SecurID) passcode

Mostly from auth Inet domain met.no.
At times when off work by use of SecurID

Rarely works for any of:
login from authorised domain
ECMWF User Certificate
SecurID
so tend not to use it. This may be due to settings on my PC.

I log in from my authorised Internet domain, too

Sometimes I log in from the authorised domain too.

I log in from a variety of sites (office, home, university, institutes abroad)

we also use our userid and (SecurID) passcode

In fact, It is not clear if we have to register with passcode or not and we don't really know which sections are public or restricted.

I am using the web site from an authorised Internet domain, but am not "logging in". I have a suspicion that the web site will act differently depending on which of the methods above is used for accessing it. But I can not find any information on these differences. I suppose, since I am accessing it from a member state domain, I have broad access to the web site. It would be nice to know more about the consequences of these different access methods, and also which parts of the web site are available for the general public.

Have tried to login in using this same error message since mid-January ’05 Can’t call method "uid" when I try to view the EPS products and get the prompt to change the initial password at https://www.ecmwf.int/login/. using> Your ECMWF user ID is : tonymet
Have followed instructions advised by user support: This is VERY strange, since we tried here again and it works perfectly. So, another test, can you delete all the cookies in your browser, then
restart windows and try again. Let’s see if this makes any difference...

I still could not login when I followed this advice

I both use certificate and SecurID

At my Met.Service: "Log in from your authorised Internet domain"

Otherwise: "Use your own ECMWF user certificate to log in" or "Use your userid and (SecurID) passcode"

I am coming from meteo.fr, but there is no explicit logging in.

Either access with rights of meteo.fr or access via passcode.

would be useful to see the level of authorization of the different products (available to guest users/ to M.S users only/ to users with real time access...)

Use my userid and passnumber when no other way to access

How satisfied are you with the way you have to log in to the ECMWF web site?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	71		19%
Satisfied	214		56%
Neither satisfied nor dissatisfied	80		21%
Dissatisfied	15		4%
Very dissatisfied	1		0%
Total Responses: 381		0% 20% 40% 60% 80%	

- **Your comments:**

It would help to have something on the site which makes me aware of what I can’t see because I haven’t logged in enough - sometimes I don’t realise that I’m not seeing everything because I’ve forgotten to log in fully.

I find it rather cumbersome sometimes to eventually get to the page I want to see.

It’s OK when you know how.

User certificates were not satisfactory. The Secure ID method is much better.

I do not know exactly how to access

sometimes strange behaviour, asking several times for password

To complicate with the certificate.

I would appreciate having access with sth. like a ssh-key. Using the SecurID card is somewhat inconvenient.

identification via IP address would be much easier

It is often unclear what your status is (logged in from domain, via certificate, not logged in).

I cannot log in from the default MacOS browser, Safari.

Since the last change of userID I in fall '04 i was not able to re-login

It has always worked without a problem.

Not always is easy to update our certificate

browser-dependency, see comment above

SecurID waiting times are an acceptable evil.

see above - there are browsers/setups where it can be awkward to log on, but this is not a problem

Not easy to understand or get an overview of possibilities and why/when log in is necessary.

When login fails, it just cycles back to login page - no indication why the login process failed.

Enough for my needs, although may well not be the optimal

A bit complicated; I need my SecurID card even for the smallest informations

Again, I had to be told by a colleague that I could access the Web page through an ECMWF user certificate. I could not readily see it on the Web pages.

Since I do not have to go through a specific login procedure.

Occasionally I needed to use the SecurID and have problems with it on several occasions.

We use SMHI-connection and when you open a browser there are three questions to answer before you are authorised. Why three instead of one?

See comment

I have had problems accessing but always got good help (telephone) from ECMWF helpdesk

problems with certificate using more than one desktop

The use of passcode is convenient for me.

How do you locate new information on the ECMWF web site?

- **By receiving the web address in an email from ECMWF** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	15		5%
Often	39		12%
Sometimes	75		24%
Rarely	69		22%

Never	116		37%
Total Responses: 314		0% 20% 40% 60% 80%	

- **ECMWF Newsletter** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	12		4%
Often	37		12%
Sometimes	88		28%
Rarely	68		22%
Never	109		35%
Total Responses: 314		0% 20% 40% 60% 80%	

- **Search tool** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	37		11%
Often	106		33%
Sometimes	99		31%
Rarely	43		13%
Never	37		11%
Total Responses: 322		0% 20% 40% 60% 80%	

- **Sitemap** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	16		5%
Often	60		20%
Sometimes	99		32%
Rarely	57		19%
Never	74		24%
Total Responses: 306		0% 20% 40% 60% 80%	

- **Colleague** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	10		3%

Often	68		21%
Sometimes	124		38%
Rarely	65		20%
Never	56		17%
Total Responses: 323		0% 20% 40% 60% 80%	

- **Other** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	2		1%
Often	11		8%
Sometimes	16		12%
Rarely	8		6%
Never	102		73%
Total Responses: 139		0% 20% 40% 60% 80%	

- **Please specify other ways of locating information or give your comments:**

8 Just browsing...

2 Looking at the home page...

Italian user support.

ECMWF friends and user support

As you can gather from above there are no good means to hear about potential new information on the web site

read an on-site announcement

new features of the website are not announced enough

New information? New to me is what I was looking for explicitly or came across by accident. I am not very aware of what is new on the site.

still some information are not at "site map" e/g. news sheets

phone to the help desk of ECMWF

I question of logics function of my needs

looking for information I mean that it could reside on ECMWF site

try hard

By bumping to it by hazard.

by visiting the webpage every so often or read somewhere else about s.th. that took place in ECMWF

By references in the ’paper documentation’ I got when my user account was established

No time to visit your website to "browse" what is new.

Using logic to assume where to find it, some call this intuition.

By accidentally stumbling over it

Reading the web pages

By chance - no way to see from the site

Sometimes I am looking at the latest release of EMOS-related software published.

I would have preferred to receive newsletters directly by email.

Where do you access the ECMWF web site from?

- **Place of work** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	305		77%
Often	85		21%
Sometimes	5		1%
Rarely	0		0%
Never	1		0%
Total Responses: 396		0% 20% 40% 60% 80%	

- **Home computer** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	8		3%
Often	42		15%
Sometimes	79		28%
Rarely	52		18%
Never	105		37%
Total Responses: 286		0% 20% 40% 60% 80%	

- **While travelling** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	1		0%
Often	14		6%
Sometimes	28		11%
Rarely	52		21%
Never	154		62%

Total Responses: 249	0% 20% 40% 60% 80%

- **Other (please specify below)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	1		1%
Often	0		0%
Sometimes	2		2%
Rarely	2		2%
Never	118		96%
Total Responses: 123		0% 20% 40% 60% 80%	

- **Your comments or other locations from where you access the ECMWF Website:**

Only use home PC when work one is broken!

Service appears to only work at place of work

Despite several trials I never managed to log in at the website from home.

Research stays

Occasionally from a public library using web access and login.

It’s not easy to access the web site from elsewhere because I would have to carry my SecurID card with me, all the time

while visiting other workplaces, eg research institutes

If possible, I would like to access web site from home computer (with same level of access)

What is the main web browser that you use to access the ECMWF web site?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Microsoft Internet Explorer, version 5 or later	117		29%
Microsoft Internet Explorer, other version	6		2%
Mozilla, version 1 or later	126		32%
Mozilla, other version	25		6%
Netscape, version 5 or later	61		15%
Netscape, other version	15		4%
Opera	10		3%
Don’t know	2		1%

Other (please specify)	35		9%
Total Responses: 397		0% 20% 40% 60% 80%	

- **Other (please specify)**

19 Firefox
10 Konqueror
4 Safari
1 both Mozilla 1 and Netscape 6
1 Mozilla 1.7.2
1 Mozilla 5.0 (X11; U; Linux i686; en-US; rv:1.2.1)
1 Gecko/20030225, build 2003022516
1 Mozilla and opera
1 Mozilla, IE5+, Opera

What would make you want to visit the ECMWF web site more frequently?

- **Please specify:**

13 nothing, I am satisfied/happy

7 If I had more time, I would do it.

4 better search facility

2 more data

2 I already visit it quite a lot.

more information on immediate future forecasts

see answers in "areas for improvement" below

more meteorological products available free

better link

Easier navigation - I do get frustrated when I can’t find what I’m looking for. When I find it, it’s always very good though!

To have access to more real-time forecast products, like EPS, monthly and seasonal forecasts

I would like to find documentation more quickly

Nothing else because I want to visit the ECMWF web site only because work, what it is the current reason

More freely available operational forecasts products

I do not wish to visit the site more often. The go there whenever I need to find documentation and information on your met-products.

more forecast products: zoomed maps for my region, maps with 6 hour intervals

up-dated ERA-40 data set

If I could ask advice

understanding the usefulness to visit

Easy access to forecasts.

change of subject

if I would find more ’hot’ news

higher resolution products

if data availability would be more easy, often I prefer another site like NCAR

it depends what I'm working with.I'm fully satisfied with the web site.

access to forecasts such like epsgrams

More products like seasonal forecasts, which aren't so often to find.

Easier way to animate manually (step by step) through user selected forecast products

Regarding documentation and papers, the possibility to export pdf. Regarding forecasts, the availability of more products also referring to the first days of forecast: as I am an University professor, I am not doing commercial forecasts!

Some time ago I could make a request on the web, and see the details of the request in text format. I then used the salient part of those to write request that I submitted by telnetting in through ecgate. This was useful, since it gave my a way to find the right streams, and GRIB numbers for fields I wanted to pick up in higher resolution.

only special need for my work

I HOPE

More forecast and analysis products

Easier access to long range forecasts for particular towns.

More and better documentation, more free forecasting products

Access to forecast products

More limited area model products

Newsletter?

More timely updates on what is happening wrt reanalysis

availability of products

Information

better information about updates.
possibility to few old forecasts, more forecast products

More recent publication lists. A regular email advertising e.g. manuscripts of ECMWF people accepted by journals that can be downloaded from the web site would be very useful.

additional fc and EPS products for member state users

My own demands?

It seems already quite optimal

ECMWF user forum !!!
FAQ related to the members questions (probably many questions are repeated)

data, information

With more scientific documentation.

better clearer structure. More relevant documents. Easier access

One day forecasts in "Your room". But this is used for private issues only...

easier navigation and structuring of the WEBsite so that you can easier find things

availability of satellite data and recent weather reports / analysis

Games ;-)

why would you want that? I visit as often as needed, and if I find what I was looking for I am satisfied.

If there were no problems when logging in

An improvement would be to clearly state "what's new" on the website or at the centre

I use it strictly for my work. If my work necessitates more frequent visits, I will visit it more often. In general, I'm quite happy with the web site.

Daily forecasts

More up to date forecasts easily available

To access to your technical and scientific documents

More information about news when logging on ECGATE.

weather information, program of courses and seminars

The frequency I visit the ECMWF web site has solely to do with the need for my work. The more I need it for my work, the more I will use it.

If I was able to find easily information when I need it...
For instance, I have to go often to JPL, and connect from there, which I do using a web certificate. Finding how to revoque the old and make a new certificate is a pain.

A good source of documentation about ECMWF products and non-ECMWF products

More access to forecast products - my MS account is very limited. I cannot get much real time operation products nor easy access to recent archives i.e. web archive of the last week's forecasts. My interests are in the EPS products.

Full information on deterministic forecasts (from t+6 and not only from t+72 and also much more fields) is not only a will but a necessity in the era of information society.

better indexing

The need to find info on HPC at ECMWF and on other services as the storage system.

there may be a discisson forum concerning ECMWF tools, sofwares, programming etc.
The information exchange between member states will be useful as well as ECMWF.

to request for backtrajectories

checking verification of some of the MPEF products, checking weather forecast for the next ten days

Most recent forecast easily available - e.g., pressure, temperature, precip. maps and epsgrams with just one (or two) mouse-clicks.

Use the IFS and ERA documents.
Check the manuals for use of the computer and MARS facilities.
Look at the forecasts.

Need for other data/services

1) A interactive trajectory computation similar to
http://www.arl.noaa.gov/ready/hysplit4.html
2) If you give money, each time I visit www.ecmwf.int

ECMWF other products and documentation.

higher resolution of atmospheric model

Perhaps I would like to see more detailed graphics (higher resolution contours) for basic fields such as PMSL (4hPa), 1000-500 hPa thickness, 2m temperature from the deterministic forecast.

Email notification of news from ECMWF, with links to articles/updates on the web.

The ease of access

larger and more complete data accessibility for non MS' Nat Met Serv

more frequent updating

More forecast products available to certificate access

Availability of the daily forecast for every user from day 1 and not from day 3

easy way of finding information

Higher resolution model output

searching available data,
documentation on model,
ECMWF courses and seminars

Verification of weekly and seasonal forecast

More information on forecasts to less than 72 hours

Searching forecast and EPSgramas

a better interface to current weather forecast information and long range forecasts. A seamless forecast view.

different tasks ;-)

its fine as it is

Better index and clearer links

Forecasting fields in GRID code
Diversity of software in Fortran to be free

If I earn money for each time!!

Having more time in my actual work to dedicate into work with fields and observations perhaps in the coming future

Funding and time.
Forecast products that compete in timeliness and resolution with those of the national weather services.

If I'd use the ECFS and the HPCF more frequently, I'd probably use more of the documentation.

More detailed forecast data - similar to the output provided to Reading University each Friday.

A paper newsletter with details. I receive too much electronic mail to the extent that I now ignore all except that which appears relevant. A newsletter is more portable than a PC.

RSS feed or a feature like WeatherFox

availability of frequent reports on the operational aspects of the models (problems, performance, verification results, error tracking results, upgrades, etc.) which can help to better interpret model outputs.

larger online data access

Mostly needs of work, I don't spend too much time in the Internet outside work.

Documentation

easier way of GRIB-data decoding/more detailed analysis of forecasts (e.g. forecasts for each country in Europe)

If I would be able to retrieve large amount of data (several years or at least a year) from MARS archive like from Data Server.

nothing in particular, when I think the info I need is on the ECMWF web site I start searching

More forecast products available online
Higher facility of navigation

Discussion on interesting events as they happen, i.e. particularly good or bad IFS performance, ...

Having access to some informations without logging in

My most frequent use is for documentation. Navigation there is not always straightforward; pdf documents do not always display well in my browsers. Perhaps the search facilities can be reviewed; and pdf more often converted to html?

reanalysis data (ERA 40) at 0.5 X 0.5 resolution

more examples about retrieval and processing.

if a graphical interface giving the short-term forecasts, I will visit the web site everyday.

Documentation about training course and weather forecast for non-european states

Possibly more real-time forecast information such as forecast maps and 'meteograms'.

e-mail announcements of new content

When I get a new task at my work place

1. tutorials
2. computer courses material/handouts

Forum

Easier access to more products/data that can be downloaded

1.We wish that the EC-maps (on the web) that we look on, could be seen with all in one window and a scroll list instead of change map for every 12-hour step.
2.Another wish. A map with daily accumulated precipitation on the same area as the others.

If I could retrieve observations and soundings

If there would be a better weather forecast visualisation provided there

I have no idea, I find almost everything I need concerning the use of ECMWF through the documentation I received in March 2004 (special training).

Availability in real time of analysis and next two days forecast

Availability via web for user to specify local meteorological forecast products, like information about wind direction in the EPS Meteogram.

If the problem with logging onto EPS products part of the site could be sorted out

Notification of latest additions such as model and archive news.

If less busy

a better webMARS

1. List of New items
2. Quick documentation of current meteorological configuration of operational system and of computer system (this is a general improvement, not mainly to make me use it more often)

The need to do so

More easy access to forecast

Maybe if there was more customising possibilities at Web MARS (data plotting)

Studies for Global Atmosphere Watch Network : project account : frsctraj.

forecasts and verification products

Easy facility of navigation.

Animated forecast maps.
Pseudo satellite maps based on forecasts, animated as well.

there's no limitation profession wise I don't see (from now) what could be the key for more frequent visits.

Search for documentation that helps me in my work as how to use fortran libraries, ecfs, compilation tools etc.

If i receive an email for news on this web site

This does not dependent on the ECMWF web site that I find very good.

Discovering it can be an advantage for me to use it.

the need for a specific information to find there

Documentation

Here we would like to find out about your satisfaction with the documentation ECMWF provides.

How satisfied are you with the documentation available, both on-line and paper-based?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	68		17%
Satisfied	237		60%
Neither satisfied nor dissatisfied	78		20%
Dissatisfied	8		2%
Very dissatisfied	1		0%
Total Responses: 392		0% 20% 40% 60% 80%	

Which documentation do you like best and least?

- **I like the following documentation *best*:**

17 MARS
17 Metview
11 MAGICS
9 Newsletter
8 IFS documentation
8 MARS manual
5 ERA 40
5 manuals (publications -> manuals)
5 Technical memoranda
4 Training course documentation
3 batch job examples
3 ECMWF Reports and Proceedings
3 GRIBEX
3 Introduction to computing facilities
3 MARS manual
3 on-line
3 technical report

3 Workshop/Seminar proceedings
2 computing services
2 Data assimilation
2 Dissemination documentation
2 EMOS lib encoding/decoding
2 LoadLeveler
2 MARS documentation
2 prepIFS
2 User guide to ECMWF forecast products
1 Access to IFS source code
1 both on line and paper
1 Both paper and PS/PDF format
1 BUFR User´s Guide
1 Computing Manuals
1 courses lectures
1 daily dissemination products
1 decoding of MARS retrievals
1 DEMETER
1 Documentation about the best models for long-range forecasting
1 Documentation and instructions about use of computing services
1 Documentation available on the net - especially that describing different products and how to retrieve them.
1 documentation from the computer user training course
1 documentation of the models...
1 documentation on programming languages
1 ECMWF EPS
1 ECMWF lecture notes
1 ECMWF model user guide
1 field descriptions
1 Forecast and analysis products availability and the way in which a MARS retrieve command is generated.
1 forecast products
1 FORTRAN Language Reference
1 gateway installation
1 Getting Started with MARS
1 HPCF docs
1 IBM technical documentations
1 I have only tended to access documentation on MARS.
1 I only read MARS documentation
1 lecture notes
1 MAGICS training course
1 making crontabs
1 MARS archive
1 MARS catalogue
1 MARS modeldatafinder
1 Memos, papers
1 Meteorological aspects
1 model developments...
1 most of the documentation available
1 no preference - most documentation is presented professionally and easy to follow and in very helpful.
1 on available products and available tools
1 on-line material
1 paper-based
1 prepIFS
1 Printed documentation sent when I first got my account
1 products description
1 proffesional
1 reports, documentation
1 scientific
1 SMS
1 technical manuals
1 Technical Manuals (ECaccess etc)
1 Technical Memos especially on DEMETER and seasonal forecasts.
1 Tech Notes
1 The documentation received in March 2004 during the training (presentations copies...).
1 the guides

1 The old (printed) MARS-manual.
1 The theory behind the ECMWF model
1 The User Guide

- **I like the following documentation *least*:**

5 MARS
5 MARS user guide
3 IFS documentation
3 PrepIFS
2 BUFR-GRIB encoding-decoding software
2 Metview
2 on-line-based
1 Accessing GRIB and BUFR data
1 access to Tables of parameters on web site
1 administrative
1 BUFR manual
1 BUFR, needs more examples
1 Computer documentation out of date, but I must confess this is only from limited attempts
1 Computer Security Policy
1 Computing aspects
1 computing service documentation (it is a bit fuzzy/chaotic)
1 Descriptions of OLD formats such as BUFR, CREX and GRIB - indeed, GRIB is not my favourite
1 ECFS
1 ECMWF Computer Bulletin B 1.0/5(1) [Passwords & SecurID cards] possibly outdated, but it did not work as "cookbook" for accessing ecgate when I tried it the very first time, interaction with helpdesk was necessary to properly set up the access.
1 ECMWF forecast/analysis
1 ECMWF products dissemination
1 emos, preprocessing, observation usage
1 Encoding and decoding GRIB data
1 ERA-40
1 Error encoding or decoding
1 GRIB and BUFR libraries
1 GRIB codes, description of parameters
1 GRIB conversion
1 hard to say. All the documentation I saw is of high quality.
1 IBM specificalities of MPI
1 Introduction to computing facilities
1 lack of documentation on observations in the stored MARS
1 lack of the WEB tutorials for the newcomers
1 library information
1 list of all updates to the model - difficult to find on the web site
1 LoadLeveler for AIX 5L
1 MARS contents documentation
1 MARS documentation was very good 5 years ago (paper version) - then there was a too short online version, don’t know how it is today
1 MARS User Guide for data retrieval, revision 11 - November 1995. Would it be possible to have a new version of this document ?
1 Metview. Lacks examples.
1 model version and parameterisation description
1 no complete overview
1 paper--because it can be out of date, obviously
1 PrepIFS documentation
1 SEASONAL and MONTHLY
1 SMS
1 SMS/CDP
1 SMS training course
1 Struggle with the model documentation - hard to find what I want and lots in there which seems unclear
1 System documentation
1 technical descriptions of batch-procedures - completely geared towards the c/Unix audience, nothing for a windows slave like myself
1 the list of meteo parameters which I can retrieve from MARS
1 Use of the batch queue/LoadLeveler.
1 user guide to ECMWF forecast products

1 web documents
1 Weekly and seasonal forecast
1 workshop and seminar reports

What areas of documentation would you like to see improved?

- **I would like to see the following documentation areas improved:**

8 MARS

2 IFS Documentation

2 documentation on how use the ECACCESS software

emos, preprocessing

More documents on the accuracy of ERA-40 in various parts of the globe.

Model documentation - maybe a quick reference bit for basics like grid structure, field definitions etc.

details of the operational forecasts

I would like to see a complete guide to emoslib in one document that is possible to download and to print on paper.

data format

Metview documentation arranged in alphabetical order by icon including thumbnail icon pictures

info on seasonal and monthly forecast products

load leveller and running jobs etc.

exercises about ECMWF product applications

Case studies
Weekly and monthly forecasting

forecast applications

more examples regarding data and particularly observations retrieval

Availability of pdf files in order to discharge on my computer, print the necessary pages and read it at home

I have not studied the documentation in detail. The only one I have really read was the METVIEW5-Export version installation notes. It was a very difficult program to compile. I wish you could make an rpm with it....

I have only looked at BUFR documentation. Documentation at web site: OK. Source code documentation and instructions how to use the BUFR library: could be improved.

documentation of data reading routines

Most documentation needs an overhaul. PrepIFS needs much better documentation and there needs to be a level of documentation that bridges the gap between the theory and the source code.

behaviour (skill and defects of model)

- some of the technical documentation are not always up-to-date (ecgate/HPCD)
- some model specific documentation (how many soil types does IFS have?) is not always easy to find

it is difficult to find it. once you have found it, it is very good

product description

As said above, it would be fine to be informed about papers from ECMWF people recently accepted by reviewed journals.

Metview Icon Reference, but I just find a new version which is much improved

running Metview as MS-user with direct MARS requests (so no need to retrieve the data first)

ECaccess user guide with remarks for "co-operating state users"

Research and operational description of the model.
Documents on data available.

ECMWF forecast/analysis

about content of MARS archive

BUFR, GRIB: Mainly there use in FORTRAN code. Examples of how to read observation and fields in cfortran

access to the documentation at many pages (perhaps every page) of the EC-website

documentation on observations in the stored MARS
And documentation on GRIB and BUFR libraries. But then I don't particularly like the user interfaces of these libraries either.

The docs on the *use* of the MARS archive could be improved. Or alternatively, a MARS-script generator would be helpful

none. for my use it's satisfying.

In general I like documentation that is rather handy than comprehensive.

More detailed and better indexing/contents lists

documentation about computing services and make clearly known what is available for a user when he is a registered ECMWF user in some kind of 'easy-to-read' quickstart manual

MARS and examples

MARS on-line documentation is rather difficult to navigate

strategic documents; technical and scientific documentation

I would like to have a MARS index of the directives

at the moment I have no area which could be improved

Computing documentation and products documentation updated

technical info about parallel computing

Usage of the GRIB library (how to code and decode data)

Instruction about HPCF usage

MARS - how to retrieve all available data streams with the appropriate parameters to set and choose from

PrepIFS / XCdp

model code

newsletter

GRIB : Format of files and how to create/use GRIB files

model modifications log

documentation on de-gribbing facilities at ECMWF

MARS fields characteristics

seasonal forecast
hovmoeller diagram

LoadLeveler documentation adapted for the existing HPCD

available environment on ecgate

Methods of computation of weekly and seasonal forecasts

kind of 'how to' or 'cookbook' examples for typical beginners access to MARS; scripting examples included and discussed in the manuals

the documentation about ERA40

Metview. Lacks examples. Why do users not use it more?

not necessary to receive email, fax and regular mail on the same subject. Email and mail is enough

SMS
ODB
Technical documentation of IFS

Interpolation and
Error encoding or decoding

Skill of the models over the south-eastern part of Europe

Error messages from MARS

software documentation

easier navigation in online documentation of MARS, information on content of the different data types

ECFS

Using prepIFS - what do all the switches mean? Or maybe I haven't yet found the right document!

IFS code and documentation

In the web documentation, mathematical symbols often appear incomplete or do not appear at all. In order to circumvent this problem I usually download the PS/PDF file available. Is it possible to improve the web documentation? It might be a problem in my computer settings though.

the physical meaning of many forecast parameters

It would be nice to have a GRIB User Guide and GRIB Reference manual like the one´s for BUFR.

in IFS documentation, the parts on diffusion and frictions parametrisations including used values of parametrisations

Metview

Metview Macro Language can do with an alphabetic index of functions

more programming examples or tutorials

Extraction of vertical Profiles

documentation about SST retrieval and use of SST as boundary condition in ERA-40; modelling the skin temperature and connection between SST and skin temperature in ERA-40

Model updates. When are updates introduced in the operational daily data stream and what are they about.

too little experience to have an opinion

IBM/MPI configuration parameters versus standard MPI ones.

on data retrieval via MARS, see comment on different data storages...

Introduction to computing facilities

More details about the current model and history of the main changes.

computer-technical documentation

when retrieving meteo data from the MARS archive, I need a list of meteo parameters and their exact definition and units and a link where to find more information on the meteo parameter

CDP/SMS

decoding/encoding

Not always easy to find just what you want without taking some time, though I can't see a way of easily improving that

Some SIMPLE introduction with SIMPLE words to the output of models for use of ECMWF data. By SIMPLE I mean understandable by a Physics graduate or master, not by a NWP/ECMWF expert.

more easy to find a partically doc.

documentation about ERA40 can be more often updated (if there is a possibility for those who work with that data to put their comments or reference to the paper).

programming (Fortran 90/95)

ECMWF's GRIB codification (analysis-observations)

I would like to see metadata documentation improved

sometimes its just hard to find information

How to move data I have produced at ECMWF to my home computers.

How to optimise a code, help on the signification of the different compiling options (for a really-ignorant user), help on how to debug a code with the programs you propose.

The MARS content documentation on the web could be improved. At the moment there are a bewildering array of expver, stream and class, but few clues to what they mean. Also, what is the difference between the types: 4D VAR analysis and analysis.

System documentation

validation documentation up to date and compact (wave and atmo)

As said on last page, a quick clickable configuration of all components

I find it very difficult to find the definition of products that can be requested both in MARS and in dissemination.

Detailed definitions and description of parameters archived in MARS.

I have not read a lot of documentation. I've read especially when I have to migrate scripts in 2004.

history of model modifications,
type of data coming into analysis

MARS
the ERA 40 part is very poor concerning how much data are used on each interest area for the different run periode.

MARS documentation (an up to date list of parameters and their description)
Security representatives meetings reports (not up to date, last one is from 2003)

transfer to elevctronic format (PDF)
of some old paper based tech memo for example

User Services

In this section we would like to find out about your use of the user services (Call Desk, User Support) at ECMWF.

How frequently do you contact the ECMWF User Support/Call Desk on average?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Weekly	12		3%
Fortnightly	8		2%
Monthly	29		7%
Occasionally	248		62%
Never	91		23%
Other (please specify)	10		3%
Total Responses: 398		0% 20% 40% 60% 80%	

- **Other (please specify)**

twice weekly

??

Not for a long time, but then I have not used the system recently.

So far only when I had problems with certificates or with my SecurID card

Once

every time I need

Occasionally, I am working a lot at ECMWF than I might have questions more frequently than monthly

At the beginning once or twice

once or twice

Once or twice yet

Who do you contact first in the case of a problem?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
User Support	159		42%
Call Desk	31		8%
Computing Representative	66		18%

Colleague	80		21%
The ECMWF specialist in charge directly	23		6%
Other (please specify)	17		5%
Total Responses: 376		0% 20% 40% 60% 80%	

- **Other (please specify)**

metoffice contact

User support at FMI

representative for Switzerland

John Greenaway

contact to our meteorological service through e-mail

C.Maass

national weather service

myself

ZAMG

My regular contact at ECMWF. I'm not quite sure what his function at ECMWF is.

it depends on the subject: Computing Representative, User Support, Call desk

Either user support or the call desk depending on the urgency and nature of the problem

Umberto M and John G

John Greenaway

Depends on the nature of the problem; roughly in the order given above

Metview team

ECMWF specialist at Meteo-France

How important is it for you to receive advice in your own language?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very important	49		13%
Quite important	67		17%
Not important	274		70%
Total Responses: 390		0% 20% 40% 60% 80%	

Do you think you are adequately informed about the following topics:

- **Computer system sessions** (Each Respondent could choose only **ONE** of the following

options:)

Response	Total	% of Total Respondents	%
Yes	279		76%
No	42		11%
Not relevant	47		13%
Total Responses: 368		0% 20% 40% 60% 80%	

- **Changes in the computing environment (software/hardware)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Yes	268		72%
No	73		20%
Not relevant	30		8%
Total Responses: 371		0% 20% 40% 60% 80%	

- **Meteorologicaly related changes** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Yes	214		58%
No	100		27%
Not relevant	57		15%
Total Responses: 371		0% 20% 40% 60% 80%	

- **ECMWF educational programme** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Yes	232		63%
No	84		23%
Not relevant	55		15%
Total Responses: 371		0% 20% 40% 60% 80%	

- **Your comments:**

2 It’s too early for me to say

It could be useful a mailing list for each topic

You never seem to have time to take in the information that you know is available.

I would appreciate receiving email notices updating how the system is changing so that I will be prepared to access it next time around without having to look for this information

I am not well informed about all your services, but mainly because I have never sought this information

I get these through our Computing Representative, but like to have it send to me by e-mail directly, to avoid delays.

I keep myself informed mainly by reading the ECMWF Newsletter

I have answered no, but really I need to put in more effort, as I feel it is also my fault

well, may be I could find such info in the ECMWF newsletter...

the changes in the operational implementation could be directly communicated by email

Notice of sessions can be a bit short

I am in general very satisfied with the support received.

changes in GRIB codes could be announced more systematically, since this often requires an update of libemos (locally).

Maybe it's my own fault to be rather uninformed by not seeking the information...

It would be nice if the red/orange/green/blue console window that the internal users have would be available for MS users (at least with the information relevant for them). It would also help if one could be put on a mailing list that informs about changes in the computing environment/meteorologicaly relevant changes. I usually get informed about the large changes but not about more subtle changes (e.g. new Metview/compiler versions)

Quite some times I encountered IFS bugs which were already known at ECMWF. A good start would be sending the IFS memoranda, listing the code changes.

I am NEVER informed by the National weather service, but, fortunately, from user support

As Computing Rep I receive and pass on information relating to each of the areas mentioned above

User Support is excellent and Call Desk too!

E-Mail notice about computer system sessions might be helpful.

very good user support.

Info about courses is sometimes transmitted rather late by the Computing Representative.

Is there an obvious place on your website where you document past and future model changes and where you alert when a model change happened.
I usually find out via the ECMWF Newsletter - but that's not a very timely way and not very detailed.

The information would be distributed by e-mail

Our local representative forwards most information to us.

use more email to circulate info

If I wanted to be informed it probably would not be a problem.

The change to handling GRIB tables in MARS during last week of January went unnoticed, until operational retrievals of GLOSEA data started failing.

Who I contact depends on the problem. If it is an operational problem e.g.disseminated data has not arrived then I contact Call desk. If it's a general question or something which concerns a local user then I contact User Support.

The educational programme comes quite late for the application (I have to plan it early e.g. in the year before it takes place). You never know when the new program is going to be online.

I tend to pick this up via the newsletter - it would be nice to get a personal electronic copy.

It is a problem with meteorological contact point at my Met Service not an ECMWF issue.

This may be partly my fault

more scientific detail of changes needed

The schedule for the educational programme is published quite late. After publication, you don't have much time to apply for a course.

There have been changes in the computing environment that were not properly announced. Because we are all humans I accept that without serious complaining.

did not receive any newsletter up to now

COS_INFO not always reliable/ up-to-date

my (non-MS) organisation is currently not adequately informed about relevant changes

Computer sessions not even (easily) seen on the web, even 5 mins before it happens (or maybe hidden somewhere .. but should be seen easily)

Some minor changes were not announced, however they had implications on some applications (eg MAGICS date-axis bug)

How satisfied are you with the overall quality of the advice you receive from User Support/Call Desk?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	166		55%
Satisfied	117		39%
Neither satisfied nor dissatisfied	17		6%
Dissatisfied	0		0%
Very dissatisfied	1		0%
Total Responses: 301		0% 20% 40% 60% 80%	

What are your main reasons for contacting User Support/Call Desk?

- **General advice on the use of computing resources** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	38		14%
Often	66		25%
Sometimes	89		33%
Rarely	45		17%
Never	30		11%

Total Responses: 268	0% 20% 40% 60% 80%

- **General advice on the handling of retrieved data** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	15		6%
Often	57		22%
Sometimes	79		30%
Rarely	58		22%
Never	53		20%
Total Responses: 262		0% 20% 40% 60% 80%	

- **Specific meteorological questions** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	6		3%
Often	13		5%
Sometimes	42		18%
Rarely	61		26%
Never	115		49%
Total Responses: 237		0% 20% 40% 60% 80%	

- **Other (please specify below)** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Always	16		13%
Often	20		16%
Sometimes	19		15%
Rarely	9		7%
Never	63		50%
Total Responses: 127		0% 20% 40% 60% 80%	

- **Please specify other reasons for contacting User Support/Call Desk:**

7 Technical problems

3 access problems

2 web site down or products not available/refreshed

2 Problems related to my account

Specific advice on the submission of user application

Contacted them a few times when things weren't working or to update contact details

Usually get in touch with Vesa Karhila or his team for debugging/building advice for Metview

Technical programming questions, e.g. MAGICS

Problems receiving FORMOST product

Certificates (no longer), expiring SecurID cards

problems using the certificate to log-in

Failure of a forecast script - trying to track down reasons and to re-submit.

I have only once used the call desk regarding login problems. I was surprised at how quickly the problem was resolved (~10min). Can't complain about that!

Specific/principal questions regarding BUFR

data arriving problems

I usually email user support because something isn't working.

Help with SMS

Depending on problem of our local registered users

Also questions during local installation or customisation of ECMWF software are asked.

request of documentation (papers, reports..)

suggestions for collaborations, special runs, specific questions about data

Urgent problems; User questions from NL

Often it concerns technical problems in using ECMWF tools, like PrepIFS

PrepIFS problems,removing experiment from HPCD, xcdp

Software bugs and problems

about the contents of retrieved data

questions on provided GRIB/BUFR libraries, and questions on data available in the MARS

specific questions with respect to the systems and trouble solving

Most often problems in computer/telecommunication problems

Mostly, questions why a job did not work.

Reporting problems detected either on systems or on applications

un-resolvable problems with my batch/MARS jobs

to receive support about parallel computing issues.

problem in connecting to ECMWF or in authorisation for securID card management (often unauthorised), general problems for Belgian users

Specific computer problem.

Signalling problems with ECMWF software or hardware

How to retrieve certain streams of MARS data.

Problem related with SecurID card

Computer problems, such as MARS requests not working, webMARS not showing expected data, etc.

At the beginning registration.

errors in the ECMWF tools installed at INM

Some specific information concerning a particular subroutine ...

clarify misinterpretation of the Metview manual (or trying new things in Metview that are not based on 2-d visualisation of global fields), chasing failures in semi operational processes, that occurred after changes that were not announced (or the announcement was overlooked)

Operational Issues

email problems

We have some problem with the forecasting fields (in spectral coefficients) in GRIB format

Dissemination

(member state) gateway installation problems

problem with ssh connection and use of text editors nedit and vi.

Problems with running programs,
problems with X11 connections

something not working!

specific advice on the use of computing resources

Specific advice on problems encountered

My colleague is a contact person, so I ask him, if I have problems.

Specific problems encountered while using the computing resources

If our member state SMS jobs are not started by the system; if the jobs crash

ECFS failures, compiling problems.

format and retrieval of wave data

problem with disk space

User support : to help me to solve users' problems or questions
to give me advices to answer specific users'requests
Call desk : to help me with SECID cards management
to inform them when there is a problem and ask for information about it.

not relevant

compilation errors

What is your preferred means of contacting the ECMWF User Support/Call Desk?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
E-mail	252		84%
Telephone	49		16%
Other (please specify)	0		0%

Total Responses: 301 0% 20% 40% 60% 80%

- **Other (please specify)**

both email and tel

When needed, how helpful have User Support's and Call Desk's services been to you? Have you any suggestions for improvements?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very helpful	192		65%
Helpful	98		33%
Neither helpful nor unhelpful	5		2%
Unhelpful	0		0%
Very unhelpful	0		0%
Total Responses: 295		0% 20% 40% 60% 80%	

- **Your comments:**

I am amazed by how good is the service with so many customers

This refers to help over a year ago.

always got a quick and friendly response, which is appreciated !

the support is always very helpful, fast. In case of absence of a certain person, very fast other person are answering the questions

So good that they even pre-empted the failure of a job in msjobs because it had the wrong file permissions and they emailed me before it was due to run so that I could change it in time.

We had many contact in the past with Dr. Lucas and more recently with Dr. Modigliani - in both cases they were extremely professional, helpful, patient and kind in helping us to solve our problems and, last but not least, thanks to their help, we effectively SOLVED our problems

Have they written any FAQs?

I contact Carsten Maass and am very happy with his support and help

I feel they have always done their their best to help me. Even when my prob were beyond their knowledge or responsibilities.

Staying so friendly and helpful as you are

We find all user support services very helpful and would hope that the present very hight standard would be maintained into the future.

I am most impressed with the responses: timely, accurate, usually solving my problem in no time. Chapeau!

Special thanks to Norbert Kreitz for his help and patience.

It is very important to have their visit to our working (home) environment. This way they can experience the actual problems we have at home

my problem it's a very specific one and machine related, the user support it's all the same very useful.

They respond very quickly

I have got perfect help from you! Especially Umberto M and John G

Always great to speak with former colleagues.

it is good to experience prompt reply and action

Usually they help me out of trouble within short. Or they make clear I demand the impossible (e.g missing data.)

Find an equally good successor to John Greenaway!

I have had immediate help in the past, but at the moment I am waiting for a reply to my e-mail for weeks (and I have resent that e-mail after a week)

Nop, perfect like this! Great team!

very patient with user from a non-computing background

generally very fast response from both user support and call desk

I've always found their help very satisfying and as quick as possible. No improvement needed!!!

very good service and efficient organization

especially connection wise

Please rate your satisfaction with the service you receive from User Support/Call Desk:

- **Courtesy** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	206		73%
Satisfied	67		24%
Neither satisfied nor dissatisfied	9		3%
Dissatisfied	0		0%
Very dissatisfied	0		0%
Total Responses: 282		0% 20% 40% 60% 80%	

- **Responsiveness / efficiency** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	198		70%
Satisfied	75		27%
Neither satisfied nor dissatisfied	7		2%
Dissatisfied	0		0%
Very dissatisfied	1		0%

Total Responses: 281	0% 20% 40% 60% 80%

- **Knowledge** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	190		67%
Satisfied	86		30%
Neither satisfied nor dissatisfied	6		2%
Dissatisfied	0		0%
Very dissatisfied	0		0%
Total Responses: 282		0% 20% 40% 60% 80%	

- **Understanding of problem** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	173		61%
Satisfied	101		36%
Neither satisfied nor dissatisfied	8		3%
Dissatisfied	0		0%
Very dissatisfied	0		0%
Total Responses: 282		0% 20% 40% 60% 80%	

- **Patience** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	188		68%
Satisfied	77		28%
Neither satisfied nor dissatisfied	11		4%
Dissatisfied	1		0%
Very dissatisfied	0		0%
Total Responses: 277		0% 20% 40% 60% 80%	

- **Professionalism** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	194		69%
Satisfied	80		28%

Neither satisfied nor dissatisfied	8		3%
Dissatisfied	0		0%
Very dissatisfied	0		0%
Total Responses: 282		0% 20% 40% 60% 80%	

- **Clarity, ability to explain** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	173		61%
Satisfied	99		35%
Neither satisfied nor dissatisfied	11		4%
Dissatisfied	0		0%
Very dissatisfied	0		0%
Total Responses: 283		0% 20% 40% 60% 80%	

- **Accessibility / availability** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	166		59%
Satisfied	98		35%
Neither satisfied nor dissatisfied	14		5%
Dissatisfied	2		1%
Very dissatisfied	0		0%
Total Responses: 280		0% 20% 40% 60% 80%	

- **Response to special requests** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	155		57%
Satisfied	81		30%
Neither satisfied nor dissatisfied	32		12%
Dissatisfied	2		1%
Very dissatisfied	0		0%
Total Responses: 270		0% 20% 40% 60% 80%	

- **Understanding of your (local) environment** (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Very satisfied	115		44%
Satisfied	96		37%
Neither satisfied nor dissatisfied	47		18%
Dissatisfied	4		2%
Very dissatisfied	0		0%
Total Responses: 262		0% 20% 40% 60% 80%	

- **Your comments:**

I do appreciate his cooperation.

Can't think of any special requests I've made so that question is not relevant. Service generally excellent.

The courtesy and the professionalism of the User Support Section are incomparable.

Overall excellent

not often contacted

ECMWF user support is easily the best such service that I use.

Patience is not relevant here

The responses to the requests I have made have all been excellent, except for the last one sent to software.services@ecmwf.int 2 months ago , which has still not been answered (I do have sent one reminder).

Again, in general I am very pleased with the received service.

What more can I add.

Remember, it is rarely used.

I am really very satisfied with ECMWF service !!

The good thing is that user support afterwards checks that everything is OK

It seems to me that there is a distinction between the User Support and the Call Desk. In general I expect more from the User Support than from the Call Desk. My evaluation here is for the User Support.

As computing representative I have frequent contact and a fruitful relationship

very high professional level

I am very satisfied with new user support who is Paul DANDO

The user support have provided me a great help. They are extremely responsible and efficient. I'd like to express my great appreciation and regards to them.

many positive experience with Dominique Lucas

Carsten Maass does an excellent job!

In the last few years I was always very well supported. I can't thing of a problem, which couldn't be solved with the help of ECMWF assistance. Many thanks to Norbert Kreitz and Carsten Maas, the contact person at ECMWF.

Last question not relevant to me

What about "Not Applicable" as rating above?

Until recently, questions regarding the security of transfers, from the point of view of the user, were not highly regarded.

The focus on the user at ECMWF will always win the day! Nobody hides behind a process, everybody falls in line to get whatever problem solved.

My answer to the last item means "It is my business to apply their help to my environment"

You got our best woman, Petra, from DWD!!

I have had only one occasion when I have contacted the Support Desk, so cannot comment on the quality of service, other than I received a prompt reply and advice.

It's not easy for me to estimate that yet, because my question was very basic

Nothing to add!

Again, I couldn't say since I only contacted the Call Desk once. That time the answers were prompt and clear.

The contact person (my colleague) is very satisfied with the user support.

"Neither satisfied nor dissatisfied" : I use a Macintosh...

I have not used the service, however I know very well of its existence.

Both User Support and Call Desk are always very helpful and if they can't answer my question pass it quickly to someone who can.

The Support resolved quickly my difficulties to run my jobs.

Sometimes, I write with some difficulties my email in Shakspeare language, and the use support have no difficulties for answer, but her mother tongue is the same as me ...it's a pity ! not ?

very satisfied of our contact point Dominique Lucas and his helpful support

Areas for improvement

In which of the following areas would you like to see an improvement to the service we offer? Please comment:

Please tick each area where you want to see improvements and provide further details/comments in the text boxes.

(Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
General purpose server (ecgate)	55		19%
High Performance Computing Facility (HPCF)	21		7%
Meteorological archive system (MARS)	72		26%
Services offered on the website	53		19%
Information/documentation available on the website	72		26%
User Services (User Support/Call Desk)	8		3%

Total Responses: 281	0% 20% 40% 60% 80%

General purpose server (ecgate)

(Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
General purpose server (ecgate)	55		100%
Total Responses: 55		0% 20% 40% 60% 80%	

- **Your comments:**

2 X connections has sometimes problems, not available or drops out

I would expect it to be faster, at least at evenings/ nights. An alternative server would be good.

Clear (but brief) information on how to log in, move files to member state computer.

Better interface, though it might be there today, I just didn't figure out how to get it...

I would like improvements to the grib2netcdf transfer routines.

when a run of several weeks is launched, you have to restart this run yourself. That was quiet time consuming.

good, but there is always improvement

ecput/ecget data transfer on a common disc with HPCD
transfer from/to mpi > ecgate> HPCD almost double work

easier transfer of data over Internet to external servers.

Need some written basic document to read and understand to use more.

I am extremely happy with the VNC service at ecgate. It is fast and reliable, but there is little documentation. I think it should be advertised more strongly. How can I get larger than 1024x768 pixel windows?
Disk space on scratch is sometimes a limitation.

linking libraries for Fortran and C

update software environment to the one on HPCD

Longer time of inactivity allowed before the connection is automatically closed

More helpful documentation & messages when logging in

$SCRATCHDIR should not be a subdirectory of $SCRATCH.

more disk space in home (currently 10MB)
more disk space in scratch (currently 1.5GB)

Better access to ecgate (SFTP) and more control over VNC sessions (1024x768 is too much)

ectrans from ECMWF to our workstation is too slow.

higher quota limit

I am very satisfied. The only things which bothered me sometimes are the frequent maintenance downtimes (Wednesday) during working hours.

Response time is sometimes too long

speed

ectrans should remove any temporary files it has been creating.
LoadLeveler should be able to recognise a successful termination of ectrans.

support for bash login shell

More gates

Faster interactive access. Faster data transfer.

easier file transfer
higher quota on localscratch

SSH Logion using Private Keys

More stability in the connections, in particular X

Get rid of the security card !!

tcsh shell

scratch space and connection to the outside for data transfer

I guess disk space - as always

sometimes slow response during telnet sessions, occasional time-out, also occasional ftp time-out.

No MARS or ECFS sessions between 8am and 6pm ... (I know it's impossible :-)

better time response in interactive work

For the ECMWF course, possibility to have some session not always in your center, but by exemple in some places near to end user like Toulouse, Rome, ...

Telnet connection to ecgate to improve.

High Performance Computing Facility (HPCF)

(Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
High Performance Computing Facility (HPCF)	21		100%
Total Responses: 21		0% 20% 40% 60% 80%	

- **Your comments:**

3 more information/training would be useful

It would be nice if you could run longer jobs (now the time limit appears to be something like 20 hours).

disc space

provide tcsh (or zsh)

More influence to remove experiments that failed. I need user support now for doing this

update software environment to the one on ecgate

Please, provide help for specific porting problem.

As cooperating states we would like to have a possible access for HPCF.

ectrans should remove any temporary files it has been creating.
LoadLeveler should be able to recognise a successful termination of ectrans.
SFTP should be accessible.

A little tricky to make changes and copy/move things between archive and home.

documentation on the machine specific commands for new users.

Direct help to optimise my code... if possible...

Also disk space - ECMWF environment very different from local in that respect

same remark

Receive by email schedulinf of system session on HPCD and any modification on compilor and tools.

a faster machine

Meteorological archive system (MARS)

(Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
Meteorological archive system (MARS)	72		100%
Total Responses: 72		0% 20% 40% 60% 80%	

- **Your comments:**

Speed to handle requests (including web MARS)

Printed (complete) manual

Faster: more (older) data in fast storage

Numerical fields should be available also at 600 hPa

Could be sped up

Time series retrieval, plotting, analysis tools

if you could offer data from a ECMWF trajectory-& dispersion model, that would be a great benefit

it should be more easy to extract data and observations also from temp observations

good, but there is always improvement

Making MARS and the dissemination system behave identically to identical requests.

often the system is slow

More easy to use.

Clearer MARS content documentation

archive on MARS fields not produced by ECMWF model and be able to plot them using MAGICS/Metview

More detailed information about how to retrieve specific products

a clearer table which variables can be downloaded and how to input them in the MARS-scripting language. Most of the times it is trial-and-error (at least in my case)

more obvious information on changes in content

Slow in getting data

Would like to have Meteosat-8 data available on MARS!!!

More flexible file manipulation software
(avoid the need to create multiple- temporary files)

A MARS directive index is missing.

I have some data request that need more than 6 hours in the LoadLeveler.

quick access to data

Usability

Better documentation. Maybe more examples.

An update of the MARS User Guide for data retrieval will be very useful

In my opinion, it is preferable to increase the description of the products and their changes in the MARS guide.

frequent updating information

quick documentation

I retrieving derived data in GRIB format the GRIB header is copied from the first field encountered. It would be helpful to be able to handle the header . May be this is already possible but I was not able to avoid to get the same variable identification GRIB header in retrieving two derived fields having the same first field as operand.

Vertical interpolation algorithm for the model-level pressure-level transformation for arbitrary pressure-levels should be implemented in the retrieval-process.

Information about the reanalysed meteorological fields resolution.
What is the resolution of ERA40, default value and so on.
There are possibilities to choose resolution but is it interpolated values or not?

Documentation as earlier stated

The functionality under "compute" could be more similar to what may be done in Metview. I bet there is a lot of overlap. More examples may be provided in the manual.

access to realtime products to users like NCEP is offering to the public

an exhaustive description of the requests we can make

To increase retrieving speed if possible

more postprocessing (zonal averaging)

More descriptive error messages

Extraction of Vertical Profiles on Model Levels

loop over several requests (more years) described in MARS user guide didn’t work for me, and if NetCDF format would be available for retrieval on telnet it would be great

see comment on different data storages

Easy example scripts after installing the new IBM computer were missing.

HDF format instead of GRIB

make more easy the data access

ease of use

Define which set of data is available for users and which is free shared (can save some time from beginning of search)

User friendly output, with ability for downloading data in text arrays for general programming use or a set of C routines for accessing gribbed data.

Clear information of the stored fields

See earlier comments

Would be nice to retrieve observations and soundings

Detailed description of archived parameters needed.

- idem -

solutions to extract long series of data
(for example 2 years of EPS)

precision on the data's avalaibility

documentation
catalogue
post processing

Detailed description in the documentation of archived parameters because often asked by users

Services offered on the website

(Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
Services offered on the website	53		100%
Total Responses: 53		0% 20% 40% 60% 80%	

- **Your comments:**

3 Search tool for information

More meteorological variables available for visualisation in Products > Forecasts without the need of higher credentials for registered ECMWF users.

Specific information is sometimes hard to find through the search key. Some type of advanced search to narrow the search criteria would be helpful to eliminate large number of hits.

I would like the same data policy applied by US weather centre (a lot of free product and any commercial limitation)

more products on a regional scale (able to zoom in on the European maps or those of other continents. Maps for low, high, middle clouds separately (now it is on one map and sometimes hard to read). More forecast parameters on the epsgrams (wind direction, low, middle, high clouds, type of precip in winter)

availability of others models products

for climatic study it's difficult to retrieve data for single stations

It would be nice to be able to be able to choose btw either data, postscript or png once the request is over.

very strong

to much limitations with my account

Better access to ensemble products or clearer access methods

More products and interactivity.

Very nice but should be improved.

observations in WebMARS

good, but there is always improvement

I don’t know why, but I rarely was successful in finding sth with the search utility. Perhaps you should have your pages crawled by Google.

news, improved sitemap

xcdp on web

The ability to use the Safari browser to log in.

login -problems

Better coverage for Africa

knowledge of the latest changes

Overall your services are very good. Graphics from deterministic model are a bit slow.

make the website easier accessible for other browsers than Internet explorer

More detailed explanation on Weekly and seasonal forecast products

A GRIB.exe for Windows with the concrete documentation related to input parameters for interpolation and decoding

easier access to documentation

Additional forecast info - as mentioned earlier

Clearer catalogue browser

possibility to retrieve more data from MARS archive on the web(whole year for example), like it is possible from Data server

ease of use

1. tutorials
2. courses handouts

Web-site could be improved in many areas

download of files: the few times I tried I failed.

On line availability of analysis and next two days forecast

As mentioned before, more forecast products based on user interactivity, for local and regional areas

Web MARS: the possibility to customise plotting

Information/documentation available on the website

(Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%

Information/documentation available on the website	72		100%
Total Responses: 72		0% 20% 40% 60% 80%	

- **Your comments:**

More (scientific ?) references to various parts of the forecast and analysis system.

See comments made previously

Complete EMOSLIB-manual in one document.

More explicit documentation about how to use the ECACCESS software

See earlier comments on Metview documentation

comparison with others models

It is difficult to find information on the website.

Despite the general good documentation, I thing some points are still missing or not so well explained.

Relevant meteorological papers in PDF

very strong

good, but there is always improvement

Better documentation about current/future plans for reanalyses

Providing contact details for the specialists / people in charge to various areas (in particular for research related subjects).

Sometimes searching too long, because the search engines produces quite a lot of links, which are not always as relevant as is indicated.

more adequate and condensed information on the forecast system (no PDFs!)

Easier finding and browsing topics on the Website

xcdp-sms documentation is limited (and old)

Better search facility and organisation of the information

A clear and transparent quickstart manual (see earlier statements in this questionnaire)

MARS documentation

Updated

Please, give more technical information about previous experience of porting codes from other machines

The first use of ECtrans was not easy without help from ECMWF support

As indicated above: it would be nice if one could easily find an overview of model changes on the web site.

MARS (see previous questionnaire pages)

when new infos come or what is planed next

More forecast products

More information on Weekly and seasonal forecast products

especifacally in my country, and with my problems

Metview and MARS (Compute) could be more aligned. More examples would be helpful.
In particular in multi model ensemble data handling.

SMS, ODB, IFS technical docs
Porting hints for ECMWF exported software

Some of the information should be updated

Sometimes it is quite hard to find the doc I'm looking for. But if I manage to find the correct documentation - it is very useful then!

prepIFS - perhaps linked to each window of prepIFS

IFS model documentation

It would be nice to improve the mathematical visualisation in the web documentation.

values of parametrisations

Metview online manuals, glossary of functions in macro language

It would be able to perform an online tutorial

when retrieving meteo data from the MARS archive, I need a list of meteo parameters and their exact definition and units and a link where to find more information on the meteo parameter

simpler documentation (understandable by physicists, not NWP experts).
easier to navigate web page

See earlier comments

Too often you need to log in with your user identification for information and documentation which can be tedious. Especially when working for different computers or locations.

clarify the way to search the relevant documentation

documentation on how to download data

I would like to have a place for instruction, handbook s, interpretation of data and models used

Documentation of MARS content.

Current configuration of everything

Better documentation of MARS and dissemination

documentations are a bit hidden in the web menus, docs link or menu should be on home page

Increasing the number of available doc/info and making it easier to find it...

if possible make the documentaion or information easier to find (sometimes hidden, you have to know the exact URL to reach it)

news should be send by email like the system sessions

User Services (User Support/Call Desk)

(Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
User Services (User Support/Call Desk)	8		100%

Total Responses: 8	0% 20% 40% 60% 80%

- **Your comments:**

Often user support personnel is not available because of alternative commitments

the service is OK

good, but there is always improvement

Perfect as it is

Summary comments

Finally we would like to know your comments about ECMWF as a whole.

What does ECMWF do well? What aspects of ECMWF services are you most pleased with?

ECMWF truly assists a scientist with computational needs

In general, I'm satisfied by the services ECMWF is offering to make my work smooth, quick and productive. User support and Call desk have always been friendly and professionally helpful.

user support
computer facilities
interaction with personnel

The MARS archive and the ERA-40 data.

Professional, adequate, swift and pleasant call desk service.

My compliments to ECMWF

Everyone is really helpful and knowledgeable. Training courses are brilliant and people are happy to spend extra time discussing other issues outside the classes. Always had first class support from everyone I've dealt with - the staff are one of your great strengths. Computer systems are very well designed and easy to use too, and documentation is excellent.

The computing facilities incl. service and support are done very well.

Training courses are said to be good (I haven't attended them personally)

I'm pleased with the services I use, that is; ecgate and the website. I see no reasons for any changes.

The products ERA15/ERA40 are top of the line, otherwise I would rather avoid having to go through the hassle of getting all the access info., using MARS and having to ungrib the data..

the Computing facility

the MARS retrieval, being this the main service I use

Speed of retrievals from MARS

Web site is an invaluable source of information. I'm particularly impressed with the set up for accessing MARS through the Web.

MARS data retrieval

Your data are probably the best in the world, and your systems for disseminating data are very good.

Very high availability and stability in system. Large number of documentation.

website, education on website

It is a useful site which I have used since 1978 (intermittently!)

The huge amount of parameters, the high space resolution of fields

Help from people from Metview and MARS systems and from User's Support.

High-quality meteorological products

professionalism

All in all, the different kind of products, informations, software, support etc. from ECMWF are great

the professionalism and high quality products

I get practically all general data I need, further I got several times immediate help for solving my problems.

call desk and support

The cooperation between all contributing countries, it is a success

combination of meteorological competence, educational program and computer resources

improvement of forecast products, forecast products, MARS data archive

Computing infrastructure is excellent with good support.

We used ECMWF for a very small part of its potentiality, i.e. just for retrieving data - we are satisfied about this part. Also we are satisfied about ECMWF Newsletters news.

I use the web services most and am quite pleased with them. The website, however takes some learning to use effectively. This being said, it is true that most good things take some learning...I think it is very hard to design a website to give access as varied data as you have in an easy fashion.

quality of the data and availability after login procedure

very strong

The operational services works very well.

I'm very pleased with all the work ECMWF have done in getting the targeting ensemble prediction system into operation.
I'm very pleased for all the information, advice and explanation we have got from Dominique Lucas.

In addition to this, I'm pleased for the data available at ECMWF, which makes it possible to for us to run so many different models and to contribute to better forecasts and also hindcasts in research purposes.

Data availability - forecast model products

In my opinion ECMWF experts do their best!

They all always ready to help out and are very friendly.

Graphical outputs

generally good

I'm most pleased with the MARS system. It's easy to use and useful.

User service

An exceptional service provider for meteorological data and computer resources.

In general, I am overall satisfied. Nothing in particular stands out.

skill of forecasts

Efficiency.

user support and call desk are very efficient

You are doing a very good job. Overall!

professionality

I am very satisfied with the way the MARS system works and with the ECMWF staff support

Availability of historical forecasts for LAM and hydrological model applications

Ease and speed of data retrieval.
Professionalism.

data availability, user support, efficency

Very good data, fast retrieval with MARS, good user support

ECMWF staff have an open mind and are always willing to think with you and solve your questions if they can.

Their response to questions and their expertise.

Everything

I am very satisfied with all that I used till now. My problem is that I don’t have too much experience to tell you more comment concerning the improvements.

ECMWF it is a good example of European cooperation. Then It provides good forecast fields.

I used only MARS service, which is quite good

MARS.

Maintain quality of forecasts and analysis. MARS performance

Those that I use...

user support is very good, Very good HPFC facility

people are kind, competent and ready to assist you

forecast production

ECMWF remains the Centre of excellence that we are proud and priveledged to be associated with over the years. Above all the reliability and timeliness of the forecast products

The services ECMWF provides and the support is great.

The data are easily and fast available.
ECMWF does a lot to make there products easily usable.

Operations is very good.

archiving data

Availability of archived data

ECMWF training courses (education)

Computing facilities.
Training.

presentation of forecasts and analysis
newsletters
education

Professionalism of staff.

ECMWF is doing a great job in providing data to the climate community. I think the helpdesk is also doing a great job in helping users in an efficient way

meteorological archive

There is general information on the ECaccess is a great thing for user convenience.

supplied software on ecgate and HPCD missing - special issues are with the compile environment and the MPI libraries - there is insufficient information on path levels and no information on pending and solved bugs.

The support I get from my contact person is very good. The MARS and ecgate systems I use for my data retrievals work nicely.

Efficient computer environment in HPC

Modelling, quality of products.

ECFS file storage system is superb. Very easy to use and I have never had a problem.

Provides a large amount of useful forecast and observed data

DEMETER website is very good and comprehensive and contains interesting results

Reliability in the dissemination of GRIB streams

My impression of the group in User support is extremely good, very helpful and professional. Availability for meteorological forcing from MARS is also very good.

Archived met analysis easily accessible

Good support, computing environment and archive.

MARS retrievement
Computing facilities
ECFS

In my opinion is difficult to find other Institution with the same high level of service ECMWF does.

-research and education
-user-support: training(!), documentation and assistance (if needed)
-data service
-computing environment

I think that we can learn from ECMWF, how a big computer-system can be build up and can be held running in a very professional manner.

The data archive

Great archiving system. It is the only place I know you can access to all of what was produced.

Operational aspects like system sessions notification, reliability, efficency and good network connection.

I am most pleased on the Call desk help

A good source of atmospheric data.

Most of services available on line are very professional.

We are very satisfied with the services we are receiving from ECMWF. The service we look for is limited with computation of backtrajectories and support from the user support desk when it becomes neccesary.

Reliability of the services

Support

ECMWF does an excellent job providing users the fcst, and anlys. data.

Quality of model data

The ECMWF services are handled very professionally and efficiently.

Good HPCF
Excellent user support

Reanalysis and observation data, prepIFS

provide good products, courses, facilities and information in meteorology and HPC

Access and retrieval of data
Web-based access to MARS to quickly see what's available

I am generally satisfied with ECMWF: it is a high-level and professional organisation

ECMWF does almost everything very well! I am very pleased with the hpc environment, with the access to the operational forecasts, and in particular with the support of ECMWF staff (user support, Metview/MAGICS team, and research staff)

resources availability and documentation

MARS, website

Expertise (excellency) in meteorological and computational areas.

I am very satisfied mainly with the overall performance and excellence of ECMWF statutory duties

MARS archive

Large capacity data storage with fast retrieval.

The professionalism and willingness to help of those who are responsible for ECMWF services is greatly appreciated.

The ECMWF services I am most pleased with is the MARS service.

User support activity is essential.

forecasts

retrieval of analysis data

Reanalysis, analyses and forecasts

continuity of services; overall reliability; workshops seminars and courses; the library

Extended range forecasting products and ensemble data.

I don't use ECMWF services intensively, but I like the ECMWF educational program (I've attended training courses), and it's always quite easy to achieve any task you begin.

High Performance Performance Facilities,
MARS archive

data archive

efficiency, reliability

User support is very helpful to the somewhat cryptic access to MARS for beginners

Provision of climate/meteorological data

my room, EPSgrams, MARS

I think ECMWF is a model centre for computing services.

I am very pleased with ECMWF services. It has a very friendly access.
I like the visits (User support ...). They are extremely useful.

ECMWF gets the job done. Expert knowledge is made available to whoever needs it. Staff at ECMWF are most collaborative.

The mighty web service that makes it easy to use other services.

Impressed how you meet your project schedules. Like you inform with email with upcoming downtime or updates. General professionalism and quality of work. Feel there is solid team of excelling employees working hard and always doing better.

medium-range NWP

MARS retrieval

distributing information to the users
user support

ECMWF is a mine of knowledge, observations and high-quality meteorological fields

Overall, I am very satisfied of ECMWF services.

Easy connect to ECMWF members

it always works and when I have a question the answer is quick and clear

Multiple data set both observational and forecasting fields

You already make a good job, but that's endanger national meteorol. services (my job, too).

User Support

I am satisfied with services that ECMWF provides.

High quality services (products, hardware and interfaces)

Quick response and very willing to help.

professionality in all fields: computing, meteorological science, data handling, data use

Ensemble forecasts
ERA-40
The MARS archive

The way to contact the computing facilities is quite easy and I feel quite free to even try out things (based on scripts that are already given in the documentation). The education material is very suitable.

Personally, the response to my my problems and queries.

Also, the provision of an easy to use model and forecast system.

For my purpose obviously the forecast products

MARS, Documentation, ECFS, Web Sites

So far as I've needed or used ECMWF services (until now, MARS access and different aspects of Web services) I am pleased with all of them

Almost everything. People there are very friendly and very patient with MS users.

quick and friendly response to problems and needs.

Pleasing:
Remote access to ECMWF very straightforward and reliable

- atmospheric model performance (EPS included)
- reanalisys
- archiving
- training courses

fast data availability
large data sets
very recent data

provide data for models

Good archiving facilities

I only access MARS data and have only done this occasionally. Therefore I feel unable to answer these questions.

Meteorological training courses are really good.

Data Achieves

The data you provide and

Quality of Data

efficient supply of huge amount of data sets

Archiving and accessibility of the products. Very capable experts working at the centre.

I feel that ECMWF provide a very good high performance computing facility, including data storage. I have always found the staff helpful and responsive to my problems/queries.

with Data server and MARS archive

Reliability.

Overall I am very satisfied. Good computing facilities, good service, good information.

Efficiency and reliability in solving problems by ECMWF user support staff
Documentation
ECfile archive system

access to operational archive

It’s too early for me to say

user support is very good.
Good hardware (although a bit changeable in the past year)
Good accessibility from a variety of sites (but connections should live longer)

It is little time that I use ECMWF dataset for specific comments

Ease of access

MARS access of re-analysis data

I have been registered in the ECMWF community for a short time. So at moment, I have no suggestion on ECMWF services.
Best regards

I am very impressed with the quality of the archiving system.

Availability of resources. Level of help and support available

the free access to the data

Web services, MARS

Forecasting.
Research into NWP.
Meetings eg seminars, User meetings.

Information content is very good

The MARS service is correct and I can easily use it. The user support is very good.

It is very good that ECMWF decided to share their data with the rest of the world.
Congratulations for that.

I very satisfied, especially with the support offered by the specialist

Providing quality atmospheric dynamical fields.

MARS archive

Archiving/retrieval of data. Display of ensemble forecasts.

Computing Facilities

Call desk/ User support

When I have had problems and contacted ECMWF I received efficient and useful assistance and was very pleased with the service.

im very pleased with everything
around data retrieval especially
operational and the available information that is always helpfully

Easy way to ret reive meteorological fields

ECMWF usually provides routine meteorological model services on a very reliable basis

I appreciated the level of the training I had last year in March (to learn how to use the computing facilities).

ECMWF documentations are really accurate.

Forecast and analyses

The seminars and conferences held at the centre are of a high standard. The tours and talks given to visiting courses from the Met Office College were excellent, a shame we're based so far away now to!

Data access is easy and the computing resources easily cope with my data requests. User Support and Call Desk always resolve any problems very quickly.

Ecaccess to get data from ecgate/ecfs to local systems. Daily production on ecgate triggered by sms control.

MARS

Good response on ECFS, MARS etc and lots of resources

User support has enabled me a non expert to get what I need

Top give frequent info about ECMWF system sessions state.

very professional services and help

I'm very pleased about being able to retrieve data from the MARS archive. Also, I find the work of call desk and user support very efficient and useful! People working at ECMWF in specific areas are also very kind, patient and helpful if I have problems.

I only change parameters in scripts written by someone else. ECMWF Support help me, when I meet difficulties to run jobs.

I use to work on several computing platforms all around the word, and I want to say that the ECMWF computer service is the most reliable I know. When something has to run I sure that will run.

ECMWF has much professionalism

J'utilise peu le Centre européen : une seule application quotidienne automatique de simple de désarchivage et transfert de champs vers une machine de Météo-France à Toulouse.
Les services assurés par le Centre conviennent très bien au "petit" utilisateur que je suis.

efficiency

The best :
- the user seems to be at the Centre's activity
- an attempt is made to have updated documentation
- products are generally user friendly (mars, ecfs)

user support
computer systems reliability and availability
Web services (MARS, access to forecast products, ...)

meteorological data archive

Well, so many things.
I like meteorological products.
Access to computing facilities and PrepIFS/cdp

contact with users of computer resources, possibility to archive tons of model output

What should ECMWF do differently? How can ECMWF improve?

more space for visiting scientists

MARS data retrieval procedures I find sometimes slightly enigmatic. However, this is probably also partly due to giving it less attention than it needs.

Make the web site easier to navigate and more intuitive about where to look for things - there are a lot of useful resources and I feel like they're wasted because I can't find them.

To allow easier access to real-time forecast products like EPS and monthly, seasonal forecasts

please work on easier access and more user friendly data format. How about unformatted binary formats or DODS access for Grads users?

the web services

I sometimes wish that it would be easier to get access to forecast data and that we do not have to pay our national met-services for providing them for us. I guess this topic is difficult to do anything about for you.

making more products available on the web for the general public. Take the open web policy of the US as an example. After all, people pay high taxes in Europe!

I am probably a group of very few university users, and therefore not representative, but I would like to see a training session, may-be once a year for 1/2 day with a session on how to run jobs from outside

Implementing a more friendly and flexible retrieval system

a ECMWF trajectory-& dispersion model

easier access, in the end these cards and high security remain a pain.

For access to higher resolution data is important, but I'm not sure if the exist,

availability of climatic data and observations

Since disk space is reducing in price all the time, the ability to hold recently produced data on disk for faster access. A DODS type data server would also be useful for some data.

Actually web is very efficient and easy to use - I would like to receive more informations about how to use it.
Also, the use of the electronic card is a little complicated

I have three different kinds of login levels on the web. Guest, login via NMS site, and personal login. These three give different data access. It is often confusing to me what each level gives. Especially this is a problem if I refer someone to the site.

The limited versions of ERA40 available for the public are a bad idea. ERA40 is better than the NCEP data, but the latter still gets used because everyone has a no-strings attached access to the full data.

temporal resolution of meteorological parameters: increase to 3 hours of the analysis data (some are provided as 3 hourly forecast and 6 hourly analysis)

They are too restrictive with permissions on the system. Sometimes I can't do the simplest things.

Real-time forecast products are very limited.

more disc space

Continue the service!

We use ECMWF data for scientific work. Compared to other data provider (e.g. UK Met Office), ECMWF sometimes appears as a "black box". Contact and communication with experts in charge is sometimes difficult.

Access via SecurID card is not very convenient. I would rather use sth like an ssh key or passphrase.

Carry on like up to now

To change the data policy to be open and free.

Super computing facilities for people abroad.

Web access, web page layout, navigation, documentation

keep an eye also on non-national services

release the ocean model as a MARS product

The PrepIFS server is not always stable, but problems are solved very quick.

More flexibility in plotting capability of MARS retrievals through web such is control over wind speed vector length,contouring colour codes, etc

I am satisfied.

providing better libraries to read this data (BUFR/GRIB). Maybe you could consider providing them with an open source like license to enable others to improve on them.

Openness/information about current (and passed) model parameterisations

More training courses :-)

Website could have more support information and be better organised. Make clear which documents are current and which are old versions.

Give more information about what services a new registered user can use.

even more training courses about the operational model

improvement hardly possible - keep uptodate as all the time in the last years

Some facilities not that user friendly. Eg need for an easy to use GRIB decoder (like NCEP's wgrib)

The ECMWF system for the maintenance of dissemination requirements should be improved.

Improve the policy on data dissemination and mostly real time Data. It is unacceptable that European can have ftp access to real-time data through USA instead of through Europe. It make ECMWF look oldfashionned

Become more user friendly

Already answered.

We will be satisfied if the current service level is maintained. Any improvements that can make our lives simpler are welcomed

Perhaps make running experiments by
scientists at met services easier.

MOS, for chosen locations.
VNC, maybe it's already possible or restricted by our local sysadmin.

Get rid of the GRIB data format, too complex and rigid.

Make the use of HPF easier accessible for member states. For example: organise local information meetings in member countries.

In reference to my present activities, the ECMWF is quite satisfactory.

improve products' free availability

satellite data

improve the canteen's food. give Indian taste a chance.

So far it is OK for my purposes

Increase the model resolution and extend the range of the EPS data.

Disseminate more information on weekly and seasonal forecasts;
facilitate web site navigation

I would like to see a full access to MARS resources through a web site;
data retrieval via rsync

I have no suggestions for improvements. I am not a heavy user. Therefore, I have had no problems.

Abandon Metview, buy-in grads/c-dat. Simply because nobody knows/uses Metview outside ECMWF. Metview does not catch on, even after many years of development. Or better advertisement/ free usage, an efficient platform to exchange experience and problems needs to be put in place. n

Better portability of ECMWF software incl. IFS, more testing on different platforms.

Documentation of errors

allow users to access all data, i.e. realtime products, not only historical data

I am satisfied with ECMWF services as they are

Perhaps an improvement of some documentations (MARS for example).

more description of all the possibility to use ECMWF facilities

Easy access to a procedure to transform data set from GRIB in GRID (by interpolation and degribing) on local my computer

Speed in connections but it is a bilateral matter ECMWF-NMSs

Provide HIRLAM countries with full fields for timely forecast initialisation.

It would be nice to know about the educational programs (courses) a bit more in advance.

Allocation of disk space could be more generous

assimilation scheme?
strength of residual circulation?
vertical diffusion
extension to higher levels (up to 100 km)

I took me long time and several attempts to actually get an user account. But I believe that this was not due to ECMWF but rather on the side of the meteorological service.

It would be great if it would be possible to retrieve larger amount of data from MARS archive or if I could retrieve NetCDF files on telnet.

ECMWF should provide more facilities for GRIB data decoding
More availability of forecast data online

I need to have more experience with ECMWF services to answer that question

It's too early for me to say

It would be able to perform an online tutorial

Handling of observational data in buffer format is currently not so easy.

the download speed

There could be regional or country training organised by ECMWF in which students or researchers from outside meteorological services could have a better chance to participate. At the moment support is only given to met services.

User friendliness of web page and documentation. Probably some (or another :=) user interface artist/expert is needed.

Giving the link about other data centres which can provide with the data ECMWF does not.

Provides conservative wind fields at lower resolution than original.

I think everything I ever needed is correct.

I am sure there is a lot of data available that we could use in our research but the amount of time it would take me to learn your different retrieval systems may not always justify the benefit

sometimes it is hard to find on
the webpage

Making retrieving of observations and soundings possible

User interactive web for producing forecasts, very basic and straightforward

To a beginner, the documentation of the MARS content is not very easy to use.

improve webMARS

Increasing the number of documentations/information available, putting new products on the web, allowing more customisation.

documentation on website is very large and sometimes difficult to handle
Metview macro language is sometimes complicated

It’s not clear how users’ area on ecgate are backuped. Other centres offer a backup service like Time Navigator and the user can select a restoration.

...

What other computing/data centres have you used?

38 none
20 DKRZ Hamburg
15 UKMO, UK
13 University Computer Centre(s)
11 DWD
11 IDRIS (CNRS computing centre), Paris
11 Meteo-France
9 BADC
8 NCEP
7 SARA, Amsterdam
6 CINECA, Bologna, Italy
6 KNMI
6 NCEP/NCAR
5 INM
5 NCAR
5 NOAA
5 NOAA-CIRES Climate Diagnostics Center
5 NOTUR (Trondheim) Norway
4 DMI
3 CSC, Finland
3 CSCS, Manno, Switzerland.
3 MPG computing centre, Garching
3 NSC in Linköping , Sweden
2 CSAR
2 Earth Simulator, Yokohama

2 HLRN, Norddeutscher Verbund für Hoch- und Höchstleistungsrechnen
2 ICTP (International Centre for Theoretical Physics), Trieste, Italy
2 IRI
2 LRZ, Munich
2 NASA
2 NCEP reanalysis
2 NILU (Norwegian Institute for Air Research)
2 NOAA ARL
2 NTNU (National HPCF in Trondheim)
2 PCMDI (Program for Climate Model Diagnosis and Intercomparison), Livermore
2 Rechenzentrum Juelich
2 ZAMG
1 Aladin data
1 Australian Bureau of Meteorology
1 Casablanca
1 CASPUR (Inter-university consortium for the application of super-computing for Universities and Research), Rome
1 CCRT (CEA), Bruyeres le Chatel, France
1 CEA Grenoble
1 CGAM, University of Reading
1 Computing services at MIT, MA U.S.
1 CSAR, Manchester
1 Czech Meteorological Service
1 DLR Computing Centre, Germany
1 ENEA, Rome
1 GFDL/NOAA (http://www.gfdl.noaa.gov/)
1 GISS (http://www.giss.nasa.gov/)
1 HLRS, Stuttgart
1 IFREMER/Cersat, France
1 lm, aladin-vienna
1 MAP data center
1 Meteo computing and data centres, France
1 Meteorological Japanese Agency
1 MeteoSwiss
1 Montreal
1 NASA PODAAC
1 NCAR research data archives (USA)
1 NCAR web archive
1 NCDC
1 NCEP/NOAA
1 NCEP-NOAA data archives (USA)
1 Norwegian data retrieving system
1 NWS (http://weather.noaa.gov/)
1 regional centers
1 SMHI
1 SSEC (Space Science and Engineering Centre)
1 Strato Rechenzentrum, Germany
1 Tunis
1 UNIDATA
1 various climate data access services
1 various data centres
1 various met services
1 World Data Center System (A)
1 WOUDC (World Ozone and Ultraviolet Radiation Data Centre), Canada

How does ECMWF compare to them? What do they offer that ECMWF doesn't?

tr>

6 ECMWF is better

2 ECMWF performs much better that other facilities

ECMWF appears more user friendly, also, turn around time is shorter

I'm simply more used to working on their computers.

Well. More customer driven.

ECMWF is much better in terms of reliability, service, documentation, information.

ECMWF compares very well!!
NCEP have a nice service that allows you to see exactly what parameters(GRIB) that are available for every forecast length of their GFS-model. Maybe this already is available at ECMWF-website(I don't think I've looked at every page here). Otherwise it would be a nice feature.

easier access

the UKMO a more beautiful web based service
The DWD nothing.

Different Products

mesoscale information

NADIR serves a different community and we collect atmospheric monitoring data and campaign data.
Some of these data we also provide in NRT to you (ozone-sonde data in CREX format).
In addition, we provide ECMWF data for research campaigns and programs + the EMEP program.

ECMWF has a faster computer, and easy+fast storage on ECFS

They offer a easier access to observation data. (Most their own data)

NCEP makes almost everything available on the web. I learned meteorology thanks to that. If you want to attract young european people to the field of meteorology, you should give them access to almost all your products, so they can use and learn themselves.

The other centres often have easier
transport of data in an out, and a more standard type of Unix interface.

Clear and fast options for graphical presentation of data

The use of these other centre's data is very low compared to ECMWF data.

Online plots of necessary data

more professional.

a friendly interface

- we could use DKRZ computers with a german research project (no need to write something special)
- parallel vector machine which could be used with openMP (no need for MPI)

ECMWF compares very well. I use Manchester sometimes for the ERA40 data held on disk.

They allow the use of the web for retrieving data, and they just use a password to connect to the data centre, so the connection is easier.

For data services, in general the level of support is similar. The data obtained from US sources is simpler in that there are no controls on user access level.So everyone has the same data.

A nice thing that NOAA sites do is to allow the user to specify operations on data that are then carried out on the fly. See for instance
http://www.cdc.noaa.gov/map/time_plot/
This allows for anomaly maps and such to be made. A service like this could be tagged on to existing ECMWF services.

I use netCDF formats instead of GRIB ones. I am not thrilled with the GRIB format, as it is less flexible than netCDF, plus there are now many different programs that read netCDF, but only a few that handle GRIB. To me it is therefore important (as I have already stated) that the grib2netcdf translator be improved.
Finally, many places are now using the

openNDAP/DODS framework to exchange climate data. Data can then be accessed from within a user application (in a sense similar to what Metview can do). It would be nice if ECMWF could implement an DODS server for data most relevant to this.

open access

I think ECMWF does it much better. (Computer resources, information and help, etc)

More complex. They show more statistical (climatic) products.

I am not satisfied with CINECA, I would like to use ECMWF in the future

Huge amount of disc space for model results

Poor by comparison.

ECMWF is easier to access and has clearer instructions.

Fine. - What they offer in addition is very much related to our needs concerning our model (mainly efficiency improvement of code), which we do not need from ECMWF.

not much ... local observations

ECMWF is among the best of those mentioned, because of high availability, fast data retrieval and very good user support.

Very well. Much better computer support at ECMWF than at these centres.

Difficult to compare

very good

Better, overall.
Headaches!

ECMWF is, in some extend, less friendly and, of course, less open than NASA archive. Also the documentation is less didactic than that of NASA

Faster but data storage can be a limitation.

BADC - better navigation, basic documents
NASA - better data access, documentation

ECMWF provides a service of operational basis and therefore available with high reliability. The other sources are of research institutes. There personal contacts and technical problems are sometimes to be discussed individually.

Large database of meteorological data (MARS), very effective user support
No more a large vector machine at ECMWF. So, for my applications not ideal.

an alternative source for ERS-scatterometer data in case of incorrect data in the MARS archive.

Matlab

DKRZ is not occupied by forecast computations on a daily basis.

Databases organised so you can see all the data they have got as a series of overviews, instead of having to search for specific fields, although the data I was using was not as complicated.

They offer a very fast supercomputer. Apparently, this is also accessible at the ECMWF for me, but I didn't know that till recently.

DKRZ is offering much more disk space ... beside that ECMWF is offering the best service.

I've not really done similar things at the two centres.

Some provide facilities to do on line statistical analyses. Eg correlate your series with ENSO

Impossible to get technical assistance at NOTUR.

Large storage memory, models used by the French community

Easier (local) access.

Better user support at ECMWF, but they give easier data access

Easier access to data

There I had personal contact with system managers, but I do have a very good feedback with the system manager at ECMWF.

ECMWF is more reliable.

Satellite data in Mcidas format

Less downtime than DKRZ and SARA. The processors of the IBM at ECMWF are faster than those of the SGI at SARA. Tape system at SARA is not as well organised as ECMWF ecfs.

ECMWF's offer much better support

Ease of availability, convenience of operating system (I could used ECMWF more frequently, but generally the local centre fits my needs).

ECMWF is very professional and quick to respond in case of problems

Good

yes , I every day compare GRIB data from AVN/GFS and ECMWF some times AVN/GFS is better some times ECMWF data is better
for now I don't see rule but we work on this, and make some software for verification for EtaMN model start with AVN/GFS data with EtaMN numerical area model with same parameter start with ECMWF GRIB data ....

ECMWF offers a lot of products, but a lot of things are not freely available.

ECMWF is an order of magnitude bigger, i can't think of something the ECMWF doesn't offer.

Fast computers with a higher bandwidth connection to my workplace.

SARA: local information meetings, many colleagues that use same platform
IDRIS: good telephone assistance, regular visits to users (at LODYC)

It is impossible to compare because I'm running very different jobs on to them.

ECMWF has more documentation and services in comparison of most of them, furthermore the ECMWF have higher quality, but almost all the others have free access to all the resources i.e. operational forecasts and analysis without restrictions.

NCEP data are more easy to access and retrieve because they do not need special permission

I use the IDRIS center for high performance computing, because I work on French projects. As I don't use ECMWF resources for this purpose, I can't give any relevant comparison...

The same, in general. However, they allow retrieving data without any certificate.

User programming assistance.

ECMWF is by far the best. But, obviously, the scale of resources used in them can not be compared.

(:<

realtime data
Linux clusters

support on specific numerical models

For me ECMWF offers mainly meteorological data

Their own implemented models and knowledge about their own models

The data from above centers are and ASCII or in GRIB but without spectral coefficients representation

Keep searchable mailing lists - FAQs

They offer a faster data connection.

My experience is to small to really tell about it.

Ease of use - and much more data

As good as any other

Very well.

ECMWF gives a much better service generally speaking, not in computing resources but in archiving/data retrieval and user support

security issues make remote access to Met Office computer system much harder

a comparison doesn't have any sense to me

Access to BADC is much simpler and it is very easy to get an account. However, the data at ECMWF is much more interesting for my studies.

services are comparable, except for BADC where I had some bad experience with scientists not being informed early enough about the closing down of a system. But prob this was bad luck. What other centers have offered is some help with porting the code to their machine i.e. BADC has been very helpful. This is of course a great service and I am not aware that this is done for university scientist that want to run their codes at ECMWF.

ECMWF compares well with the other computer centres I have used. I find they all offer very similar facilities.

better service at ECMWF

very well. they (not you) should learn, in particular user support.

ftp links for downloading data

The models I use are designed and tailored for use on the computer hardware offered at NOTUR.

Both centres are quite good. MySCD portal from UCAR/NCAR is a very good tool and it has things that ECMWF does not offer, however, I don't think a lot of resources should be invested in having those things.

Output from GCMs (am not sure if this is offered from ECMWF).

I never compared but everybody believe ECMWF are better than UKMO-UARS.

ECMWF has large relevant data sets, but not easy to download and apply

Free access analysis-observations, daily forecast

Very favourably - especially ease of archiving/retrieving data at ECMWF.

the other centres are very good (especially lrz)
ECMWF is excellent

Access to data is easier and does not require user authentification etc.

there is nearly no documentation for aladin data available

Bigger and faster. But further and english-speaking.

free analysis and forecast data in real time

Very high acceptance, offer high reliability

Comparable

ECMWF compares very well.

Very good: hardly unexpected failures, and no 'intelligent' data migration which in practice only slows down your io.

ECMWF is much better than our in-house databases, though ECMWF lacks sufficient resolution for most of our purposes (e.g. wave data in the Baltic which shouldn't even be provided with the ECMWF resolution if you ask me)

generally ECMWF is more difficult because it is designed for the expert user

easier access to data retrieve

I think that ECMWF is at least as good as other centres or even better. ECMWF products available on the web could be improved (the possibility to customise should be given like in case of other centres)

The background is very different. In 1990, I was in formation to make support to other users. Since 1997, I'm a user of ECMWF computer to get data for another service studying chemistry or precipitation.

As I said before ECMWF is not perfect but it offers the most complete an relaible service.

it's different

ECMWF is a reference for me. Other centres have also good qualities.

just geographical proximity inside the firewall of météo -France

It is more easy to download file-results to my personnal computer in order to perform diagnostics.
My simulation files are very big (500mo)!

ECMWF is the best, in particular as far as archiving is concerned

What could ECMWF do that would significantly improve your work productivity?

more meteorological consulting services

I need that the documentation would be more quickly searchable.

Change colour (at present white on Pale) of FORMOST o/p on hp ux

Speed up MARS

Editing programs would be faster if I could use e.g. emacs instead of vi.

supply a MOS or Kalman filtering with the operational products for European weather stations.

If I was more knowledgeable! This is probably my fault, but I am one of probably very few university users, and therefore not worth the effort

see previous remarks

more storage in $SCRATCH

make easy access to upper air data and surface observations thanks to

Improve data access.

It would be nice if there was a RPM package available to the NMS's with Metview + dependencies. Then we could simply set up a computer with the correct architecture (e.g., Linux/Suse-9.0 or something else specified by ECMWF) and then install the package without the hassle of compiling it ourselves. Issues relating to MARS access etc could be handled by having more than one RPM packages.

It would have been an advantage if I could use my SecurID-card from other machines than the one at work.

Faster MARS server and faster responses to problems.

Providing more realtime forecasts products.

recent level is good enough...

Permanent disc space for model code, run scripts etc

Greater computer resources.

easier access (automated) from outside.

May be a minor detail but would help us: To provide easier routines/tools to retrieve or convert data in formats other than GRIB

I would like to participate some courses!

Lobby to widen our connections to the Centre

The ECMWF is very closed in the use of format files. I think that GRIB and BUFR files need to be complemented with tools or posiblities to manages other formats like HDF, binary, etc. that could be more easy to use by people.

Larger disk space, upload and download of large files.

one straight access to data sources.
no multiple gateways!

If the ECMWF data will available/accessible remotely e.g. in a GRID computing environment, our performance will improve significantly, indeed. But I think, this cannot be realized in a "medium range" time scale.

increase EPS post-processing so that it is disseminated every 3h.
Extend GRIB libraries to code (probabilistic and deterministic) non-ECMWF produced GRIB files

Better tools, or better available tools, to decode from MARS to something that is understood by a Fortran program.

Faster Internet connection to transfer data to KNMI.

provide for a server in which all member states (and others?) could cooperate in developing open source/GNU style routines (for Fortran90 and other languages) that are useful/essential for a meteorological researcher.

Make access to MARS archive easier (i.e. user-friendly)

Licenses for Matlab

clearly state what variables can be downloaded from MARS.

reload from ECFS and MARS (MARS less important) needs some speed up, large file support

Nothing. ECMWF has little impact on my productivity.

I don’t know how much ECMWF can do, because there are also other things that affect, but more efficient timesharing possibilities when working from outside UK: faster response time, more reliable X-connections

I have no wishes

MARS is still way to slow...

More service oriented access from client point of view, example: retrieve manipulate and download operational data from my application without access to ecgate, or ECaccess o web access (GRID oriented services).

ECMWF could help with specific technical issues regarding parallel computing.

some training,
We need law for meteorology here in Montenegro.

provide data also in netCDF format

i will think about it. At the moment, i don't know.

not so much, since I am happy with my local resources now. But if (for example) the use of your new IBM systems would have been more advertised and guided, I may have chosen to continue to work at ECMWF computing resources.

make operational products on web available to (public) regional weather services of MS at the same level as for Nat Met Serv (currently only WMO products are available, which is sort of ridiculous)

offer me a job there

So far almost all works well.
I will appreciate a lot to receive regularly an hard copy or digital format (also link to a document) via e-mail results of the ECMWF overall activities, like a few pages quarterly to be aware and to feel the scientific, operational and computational developments of the centre.

The earlier the model output is available the better.

Simplify the data transfer from ECFS to my local computer system

Providing access to HPC

Improve connection bandwidth to ecgate.

be more relaxed on data issues

Simplify the secured connection. The SecurID card is a pain.

ECMWF does not affect that

Access more easily to operational products in ASCII or GRIB (with a routine in . exe easily handing) at the Northern Hemisphere level

Organise mailing lists directly related to specific topics, as MARS usage. Allow subscribers to search history data to match their interests. Learn from other people's mistakes.

Not at the moment.

Not too much.

Do not introduce very often substantial changes in the computing facilities,that imply to the users a lot of training and migration tasks of their own developed tools at ECMWF.

availability of ready-to-plot products, reports and communications about operational aspects of the models

larger scratch for maybe shorter time

If I would be able to retrieve NetCDF files not only on the web and if MARS archive on telnet could work for several requests (more years in one request), and maybe the speed for retrieving smaller requests.

Availability of standard script/tool for diagnostic and predictability online

I need to have more experience with ECMWF services to answer that question

It's too early for me to say

ftp links for downloading data

Nothing I can think of.

an easier access to the data

I would Like to participate to a stage of several weeks in ECMWF

It would be very helpful to get conservative wind fields at requested resolution (lower than original) in HDF format.

Free access to daily observations, analysis and forecastings

Improve the web environment
Conduct a technical seminar for beginners in the Netherlands.

1. Earlier deliverance of grib-files from ECMWF 00(deterministic+ensemble). 2. If it is possible we would like to get access to model data on the "reduced Gaussian grid" for just the European area.

See web user interactive and automatic dissemination of data to user

The ability to convert data to NetCDF, and the use of NetCDF tools such as ncdump and nco would be very useful.The manipulation of spectral coefficients in MARS would be useful too.

some (small?) improvements of MARS/webMARS mentioned above

Send you and email telling you what it is going to be removed from scratch and then wait for a few hours to do it.
And changing system sessions to Saturdays or Sundays for example, instead of Wednesday morning.

I think it depends much more on my own Met.Service...

?

Never stop for sessions ;-)

Perhaps I miss existing tools / methods ?

Aside creating new tools, make sure people know what you offer now.

to continue

Have you any more comments/suggestions to make? Are there any other issues, which have not been raised in this questionnaire that you feel are significant?

20 No comments or suggestions

To achieve ways, e.g. seminars in the member's countries, directly by ECMWF personnel or in coordination with the countries' centres, to spread better the information about their products and their use

Could you make the ensemble mean MSL pressure available on the web, for all continents.

I always feel guilty contacting the help desk / user support with what are probably trivial system questions. No solution!!

It has always been a real pleasure to work with ECMWF. Many thanks!

In general I am quite satisfied with the services and professionalism at ECMWF

No further comments and suggestions.

Just thanks for your work

I found very interesting visit your experts to Croatia

at the user meetings (held in mid-June), it looks as if everything has already been decided and little attention is paid to what users say at the meeting itself.

IT Division is usually the recipient of user comments / complaints about the levels of service we provide in-house. However, we do not receive user complaints since the HPCF at ECMWF is compatible with our IBM RS/6000 SP server and users can run parallel jobs using MPI without porting difficulties. The Special Project team for C4I are based at HQ Met Éireann and so far have relied upon the HPCF facilities to run their compute expensive climate jobs.

SSH-access without secure ID card would be good for some applications.

idem

Ah, looking at ECMWF site map I see that you have already improved since I last looked at that page. Good.

Good idea to issue this questionnaire, but it is quite long to fill in.

There could be a little more billing units ;-)

I think I have received excellent and professional services, with good understanding in details of many many things.

It is hard to understand the data policy in Europe in comparison to the USA, as ECMWF for example is also funded by mostly by public funds.

None that concern the ease of use once an account/permission has been obtained.

There have been no questions about the (use of) ECMWF software (BUFR library, Metview, ...). Although I am quite satisfied with it, there may be improvements possible, particularly concerning the documentation.

Computing courses could be more specialised, e.g. focusing on MPI and OpenMP only.

To obtain Passcode (security ID) one must wait a long period. Maybe that is a little bit complicated and frustrating but I am aware that it can not be much improved due to all security purposes.

Indeed, GRIB format is not very common (e.g. visualisation with MATLAB is impossible). It would be very useful to have the opportunity to download dynamics in HDF file format.

?

I use occasionally ECMWF computer without formation (not enough time to do it).

For any information that I’ve not given, I could anwer you by mail.
Best regards.

just a suggestion : ask the members states
which forecast or verification products
they would like to have on the web server.

the questionnaire was very long and it was difficult to me to give clear answers to some questions

Congratulations for your questionnaire.
It’s rather long to fill but it’s worth to me.

...

As I mentioned for the time being I have a very comfortable work environment at Meteo-France and little time to try other computing facilities. However I remain potentially interested in using them more. Actually for a project I’ll run soon climate simulations on ECMWF supercomputer: I’m sure I will appreciate how much the service improved in recent years.